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Privacy Policy

At Auswild & Co Pty Limited, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth).

This Privacy Policy describes our current policies and practices for collecting, handling, using and disclosing personal information. It also deals with how you can complain about a breach of the privacy laws, how you can access the personal information we hold about you and how to have that information corrected.

What information do we collect and how do we use it?

We will collect the information necessary for us to provide you with the services you have engaged us to complete on your behalf and to allow us to manage our relationship with you.

The types of personal information we generally collect include, but is not limited to, your name, address, e-mail address, phone numbers, banking details, date of birth, investment details, payroll details, taxation details and other related information.

We may also collect your sensitive information if you have provided us with consent to do so. This may include, but is not limited to, tax file numbers, health records, information regarding racial or ethnic origins, criminal convictions, and membership of a political association or membership of a trade union.

We use your information to enable us to carry out our business functions and activities. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications.

What if you don't provide some information to us?

If you do not provide us with some or all of the information that we ask for, we may not be able to provide you with the services you have engaged us to complete on your behalf.

How do we hold and protect your information?

We strive to maintain the relevance, reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security.

We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We ensure that your information is safe by utilising a range of procedures to protect it. These may include:

- Security procedures associated with access to our business premises;
- Security procedures within our offices;
- IT systems designed to ensure personal information is only available to those staff who require access;
- IT security procedures including password protection, firewalls, intrusion detection and site monitoring;
- Only retaining your personal information whilst it is required for any of our business functions, or for any other lawful purpose;
- Only retaining your personal information for the time periods required by law; and
- Mandatory confidentiality guidelines for all staff within the business.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others. We may need to disclose your information to one or more third party organisations which may include:

- Your personal financial advisor and their service provider;
- Individuals or organisations that are your representatives including your legal advisors;
- Organisations authorised by Federal or State legislation;
- Other organisations where you have given your express consent;
- The Australian Taxation Office;
- The Australian Securities and Investments Commission;
- Other third parties (such as actuaries) as required by us in performing the functions and activities of our service.

We will take all reasonable steps to ensure that they protect your information in the same way that we do.

We may also provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

We will not provide or disclose your information to overseas recipients.

How can you check, update or change the information we are holding?

Upon receipt of your written request and sufficient detail to allow us to identify you, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information please write to:

The Privacy Officer
Auswild & Co Pty Limited
PO Box 527
Kogarah NSW 1485

Greg Jepsen
Phone: (02) 9588 50100
Email: greg@auswild.com.au

We do not charge for providing access to personal information.

In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

If you have any concerns about whether we have complied with the Privacy Act or this Privacy Policy when collecting or handling your personal information, please write to our Privacy Officer: Greg Jepsen.

We will consider your complaint through our internal complaints resolution process and we will try to respond with a decision within 45 days of you making the complaint.

Your consent

By asking us to assist with your accounting and financial services needs, you consent to the collection and use your personal information for the purposes described above.

Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact our Privacy Officer: Greg Jepsen.