Our Privacy Arrangements

Who we are

We are Foley Wilson & Co. Pty. Ltd. ABN 91 007 211 118 and Australian Financial Services Licence (231208).

Ground Floor, 17 Lydiard Street North
Ballarat, Victoria, 3350

What is the purpose of this policy?

This policy provides you with information about:

- The personal information that Foley Wilson & Co Pty Ltd collects and holds about you
- How and why we handle your information, including how we collect, use, disclose and keep it secure, and
- How you can access your personal information or make a complaint about our handling of your information (details about how to lodge a privacy complaint are set out below under 'How can you complain about our handling of your information?).

As a business operating in Australia, we are required to adhere to the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act), which regulate the collection, storage, use, and disclosure of personal and sensitive information. In addition, they also give individuals the right to access and correct any personal information that we have collected about them.

What information do we collect, and why?

We only collect personal information that is required for us to provide financial services and associated services to you and to satisfy our own legal obligations as the holder of an Australian Financial Services Licence. Typically, we will collect this information directly from you, using a combination of meetings and questionnaires, or via our website where you send a request that includes personal information. We may receive information about you from third parties, such as your Accountant or other professionals, where you have authorised this in writing.

We do not utilise any standard personal or government identification reference numbers (such as Tax File, Medicare or Centrelink numbers) as identifiers.

The types of information we collect includes:

- Demographic information such as your full name, address, date of birth, nationality, marital status, gender and dependent details,
- Verification of your identity to ensure compliance with AML/CTF laws, such as sighting an original copy of your drivers' licence, passport or other primary identification and recording the particulars,
- Financial information including details of your superannuation, investments, liabilities, savings,

- Tax file number (we will require you to separately authorise our collection and use of this),
- Information from publicly available sources and product issuers,
- Sensitive information such as Personal health and medical information (where required) to assess your eligibility for personal risk insurances, and
- Information about your financial needs, goals and objectives.

It is important that you provide us with complete and accurate information, as we use this to develop appropriate strategies and research suitable financial products that suit you. While we will take steps to verify the information you have provided us is complete and accurate, we are not responsible for advice that is defective based upon incomplete or inaccurate information provided by you. Should you choose to give us incomplete or inaccurate information, you will need to consider the appropriateness of our recommendations in the context of your full circumstances.

If you do not provide us information we request, we may not be able to provide services to you.

We will only collect sensitive information with your explicit, affirmative consent, which will be obtained and recorded via a specific written consent declaration prior to or at the time of collection.

We may record client meetings and use an AI tool to produce a transcript and file note of the meeting, and other documents such as internal instructions to follow up agreed actions after the meeting. As with all your information, the transcripts and file notes use secure software and are stored in accordance with our data security measures.

We will always advise you when we intend to record a meeting and seek your explicit consent to do so prior to starting the recording. You may decline to have any meeting recorded if you are not comfortable.

How will your information be stored?

We store all personal information in electronic format in facilities we own, or in secure cloud-based storage. Hard copy paper files are stored securely with access restricted only to those staff who require your information to provide our financial services.

We maintain high data security standards to reduce the risk of unauthorised access to your information. However, should a data breach occur, we will contact you to notify you if any of your information was compromised. In certain data breach situations, we will also be required to report to the Office of the Australian Information Commissioner. We are required to assess any suspected breaches within 30 days.

Any original documents given to us will be returned to you after we have scanned them. We are required to retain most financial advice records for a minimum period of seven years, or longer where legally required.

How will we use and disclose your information?

We only use and disclose your personal information for the purpose of providing you with financial services, to carry on our financial services business compliantly and to seek legal advice about our affairs.

You may make initial inquiries with us on an anonymous basis, but we will not provide services to a person not giving us their real name.

The information we collect may be used to develop an appropriate financial strategy to achieve your short, medium and long-term goals, and determine which financial products (if any) should be acquired or replaced. Our support staff and outsourced contractors will have access to this information as required to assist with the development of your financial strategy. From time to time, secure AI software may be used to create administrative efficiencies, for instance reporting on pending client administration and back office tasks, and creating correspondence following a meeting which has been recorded with your consent.

Where we accept your instruction to acquire a financial product, we will disclose your relevant personal information to the financial product issuer.

We may use your personal information for our billing processes.

We may also disclose your information to other third parties where required to deliver our financial services to you, or as required by law. These parties include issuers of financial products, life risk insurers, outsourced service providers such as paraplanning, administration support, auditors, accountants, or quality assurance. We currently engage paraplanning and support staff in the Philippines who can access our client data through a secure remote access portal.

Overseas recipients may not be subject to Australian privacy laws, and we cannot guarantee that they will comply with the APPs. Where your information is shared with a third party outside Australia, we will take reasonable steps to satisfy ourselves the third party has arrangements to comply with the Australian Privacy Principles.

If we merge with, or are acquired by another business, your details may be transferred to the new entity, who will be assigned the servicing rights for the ongoing management of your financial products and review services. Should this occur, we will always write to you and provide the opportunity to opt out.

How can you access or correct the information we hold about you?

We will take reasonable steps to ensure that the personal information we hold about you is accurate, up to date, relevant and complete, including when it is used or disclosed. If you identify inaccuracies with the information we hold, or there are changes to your circumstances, you can contact us to correct or update the information we hold. If we do not agree with your corrections, we may refuse to update the personal information, in which case we will provide you with a written explanation as to why.

The Privacy Act allows you to seek access to your personal information. To request access, please contact our Privacy Officer on 03 53312343 or adm@foleywilson.com.au.

There are certain circumstances however when we may not be required to provide access to this information, in which case a written explanation will be provided.

We will generally provide access or any required correction within 30 days. We do not charge any fees for making an access request or for correcting your information.

How can you complain about our handling of your information?

If you have a complaint about how we have collected, used or stored your personal information, you can direct your complaint to our Complaints Manager at 03 53312343 or adm@foleywilson.com.au. We will carefully consider your complaint and expect to respond within 30 days. Alternatively, you may contact the Office of the Australian Information Commissioner by submitting a complaint through their online form, or by contacting them at:

Privacy Complaints
GPO Box 5288
Sydney NSW 2001

Phone: 1300 363 992
Fax: 02 6123 5145.