



PRIVACY STATEMENT

What does Privacy mean for me?

Privacy is important to us and to our clients. We are committed to protecting your privacy and confidentiality in accordance with the Privacy Act 1988 (Cth) including the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and it is one of our prime concerns that any personal or sensitive information you provide to us is not used for any other purpose than that intended and expected by you. Privacy laws ensure that you, our client, understand what information we, your financial planner and his/her Licensee, hold about you, how we use that information and to whom we are likely to disclose that information. In addition, it reinforces our commitment to keeping your information up to date and secure. This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information.

What types of personal information about me does Advice Evolution Collect and hold?

As a provider of financial services, we collect and hold information about you that is both relevant and necessary in order for us to provide you with those services. The types of information we hold depends on the services provided and may include information about your identity, personal objectives, financial position, health, lifestyle and financial plan. We will always endeavour to obtain information about you directly from you.

How does Advice Evolution use my personal information?

Our primary purpose in collecting information about you is to understand your needs and provide you with appropriate financial advice and services. Your information is used to develop your financial plan which will serve as a basis for product selection and regular performance review. In order to achieve this we may need to appoint another authorised representative within the Licensee to manage your financial needs and services. From time to time, we may use your information in order to assess and bring to your attention other products and services that may be relevant to your financial plan. We will usually provide some or all of this information to our product and service suppliers. Some of these companies may be located outside Australia.

What is a Licensee?

A Licensee is a holder of an Australian Financial Services License issued by ASIC.

Who does Advice Evolution disclose my personal information to?

Your information is only disclosed to other parties as are necessary for us to provide our services to you. Other parties may include fund managers, life companies, other Licensees and related parties who provide services to us. In certain situations, some of the parties that we share information with may be located in, or have operations in, other countries. This means that your information might end up stored or accessed in overseas countries, including countries within the European Union, New Zealand, and The Philippines. When we send your personal information to overseas recipients, we make sure appropriate data handling and security arrangements are in place. In all such cases, we commit to making reasonable enquiries to ensure that these organisations comply with their local privacy legislation where such legislation is comparable to the Australian legislation and to comply with the key components of Australian Privacy legislation in cases where their local legislation is considered inadequate or nonexistent. In addition, we will disclose your information where we are required to by law.

How do I get access to the personal information Advice Evolution holds about me?

You may request access to the information we hold about you by contacting your financial planner or Advice Evolution directly. Upon receipt of your request, we will endeavour to service your request as fully and as quickly as possible. In some circumstances access to your information or parts thereof may not be possible. If this is the case, we will inform you as to why and, where practicable, make alternative arrangements. Depending on the requirements, a fee may be charged to service requests.

How do I make a complaint?

You may make a complaint at any time by contacting your financial planner who will seek to resolve it within 3 working days. If this is not possible, you will be referred to the financial planner's Licensee. If you are not satisfied with the Licensee response to your complaint, you may contact:

Director of Compliance

Office of the Federal Privacy Commissioner

GPO Box 5218 SYDNEY NSW 1042

Please be guided that starting on or after **1 November 2018**, complaints should be lodged to the Australian Financial Complaints Authority, or AFCA.

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

To find out more about our Privacy Policy
Contact your Advice Evolution Authorised Representative.

Advice Evolution
Suite 302, 20 Bungan St,
Mona Vale, NSW 2103

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Australian Financial Services Licensee. Licensee Number 342880