



Privacy Policy

At Touchpoint Financial Pty Ltd, we are committed to protecting your privacy in accordance with *the Privacy Act 1988 (Cth)*. This Policy describes our policies and practices for collecting, handling, storing, using and disclosing personal information. It also deals with how you can complain about a breach of the privacy laws, access the personal information we hold about you and have that information corrected (where necessary).

What personal information do we collect and hold?

When we provide advice and give you financial services, we ask you for the information we need to provide the advice and services agreed upon. We collect your information through our fact finding process, product applications and in face to face or virtual meetings with you. This can include a broad range of information from your name, address, contact details and age to information about your personal affairs including financial situation.

It may also be a requirement to obtain personal information about your spouse, dependants and other interested parties such as a business partner. You will need to tell that person that we hold personal information about them, the purpose for which we hold that information, and their right to access.

We will take all reasonable steps to collect the information from you alone. However it may be necessary to obtain information about you from a third party, in which case we will obtain your consent. We only collect sensitive information such as information about your health and tax file number with your agreement and if is necessary for us to do so to provide you with financial products and services.

How do we use your information?

We use your personal information to provide financial services and advice to you. From time to time we will use your contact details to send you updates, articles, newsletters or other information about products and services that we believe will be of interest to you. We may also send you regular updates by email or by post. We will always give you the option of electing not to receive these communications and you can unsubscribe at any time by notifying us that you wish to do so.

What if you don't provide information to us?

If you do not provide us with some or all the information that we ask for, we may not be able to provide services to you. You can contact us without using your name or by using a pseudonym. However we may need your name or contact details to respond to you.



How do we store and protect your personal information?

We strive to maintain the relevance, accuracy and 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 reporting or document retention requirements.

We hold the information we collect from you within our secure office premises as well as electronically on financial planning software and on secure servers. We only use storage providers who are also regulated by the Privacy Act. We ensure that your information is safe by encrypted technology and a system of secure passwords, log-ons and other security measures. We maintain physical security over our paper and electronic data and premises, by using locks and security systems.

Will we disclose your personal information to anyone?

We do not sell, trade, or rent your personal information to others. We will disclose your information to product issuers with whom you are investing or taking out insurance policies with, internal staff members of Touchpoint Financial, external compliance contractors for the purposes of auditing our financial advice and external paraplanners as well as accountants, solicitors and other professionals to whom you consent to disclose your information for the purpose of providing services to you related to your financial planning requirements.

We may also need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf, external data storage providers, or to other companies in the event of a corporate sale, merger, reorganisation, dissolution or similar event. We will take all reasonable steps to ensure that they protect your information in the same way that we do. We may provide your information to others if we are required to do so by law or under some other unusual circumstances which the Privacy Act permits.

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

You may ask us for access to your personal information and to correct it at any time. Upon receipt of enough information to allow us to identify the information, we will tell you what personal information we hold about you. We will also correct, amend or delete your personal information if we agree is inaccurate, irrelevant, out of date or incomplete. We do not charge for receiving a request for access to personal information or complying with a correction request.

To access or correct your personal information, please write to:

The Privacy Officer
Touchpoint Financial Pty Ltd
Suite 7, 381 Port Hacking Road,
Caringbah, NSW 2229
Or Phone: 02 9526 8598 or Email: contactus@touchpointfinancial.com.au



In some limited situations, 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?

We welcome your questions and comments about how we manage your privacy. If you have any concerns about whether we have complied with the Privacy Act, the Australian Privacy Principles or this Privacy Policy, please write to our Privacy Officer at:

Touchpoint Financial Pty Ltd
Suite 7, 381 Port Hacking Road,
Caringbah, NSW 2229
Or Phone: 02 9526 8598 or Email: contactus@touchpointfinancial.com.au

We will consider your complaint through our internal complaints resolution process and we will try to respond with a decision within 20 days of you making the complaint.

Your consent

By asking us to assist with your financial and lifestyle needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

Updating this policy

This Privacy Policy was prepared on 28 March 2022. We may update it at any time. The new version will be published on our website.