



Privacy Policy

1 DECEMBER 2017

Privacy Policy

1. Background and Purpose

1.1 Our privacy commitment to you

Australian Ethical is committed to respecting your right to privacy and protecting your personal information. We are bound by the provisions of the *Privacy Act 1988* (Cth) (**the Privacy Act**) which contains 13 Australian Privacy Principles (**APPs**) which regulate how we collect, use, disclose and keep your personal information secure.

By visiting our website or using any of our services, or otherwise providing us with your personal information (or authorising it to be provided to us by someone else), you agree to your personal information being handled as set out in this Privacy Policy and any revisions we may make to this Privacy Policy from time to time.

1.2 Australian Ethical

“Australian Ethical” includes Australian Ethical Investment Ltd (ABN 47 003 188 930) (**AEI**), the managed investment funds (**Managed Funds**) for which AEI is the Responsible Entity, Australian Ethical Superannuation Pty Ltd (ABN 43 079 259 733) (**AES**), the trustee of the Australian Ethical Retail Superannuation Fund (ABN 49 633 667 743) (**Super Fund**) and the Australian Ethical Foundation Ltd (ABN 14 607 166 503) (**Foundation**).

Although Australian Ethical is referred to throughout this Privacy Policy, generally it is the company or companies contracted by us to administer our products who collect, store, use and disclose your personal information on our behalf. As such, AEI, AES, the Foundation and the companies contracted by *Australian Ethical* to administer our products are together referred to as Australian Ethical, we, our or us in this Privacy Policy.

2. What types of personal information do we collect and why?

2.1 Personal and sensitive information

The personal information that we collect from you may include:

- Names
- Date of birth
- Contact details (e.g. phone numbers, email, address)
- Marital status*
- Employment history*
- Employer and salary details*
- Banking details*
- Beneficiary details*

* Only if (and insofar as is) relevant and necessary for the provision of contracted or requested services.

We may also ask you to provide original or certified documentation to verify or support your personal information (such as your driver's licence, passport and birth certificate).

We may also need to collect sensitive information from you which includes:

- Health information
- TFN or taxation records

2.2 Collecting your personal information

We will usually collect personal information directly from you when you communicate with us, such as when you:

- Provide us with personal information in connection with the provision or potential provision of services by us, such as completing a membership application form or a change of personal details form (or any other related documentation).
- Make inquiries about our services or contact us for any other reason, so that we can process, action and respond to such queries or any other issues, including complaints.
- Provide us with business cards or other contact information.
- Register for or attend an Australian Ethical event or third party event arranged in conjunction with Australian Ethical.
- Subscribe to our mailing lists.
- Use our website.
- Contact, register with, post to, like or follow any of our social media pages, forums or blogs.
- Apply for prospective employment and contracting opportunities at Australian Ethical. We may also collect personal or sensitive information about you from third parties, such as:
 - From your employer (to inform us of your TFN, employment status or superannuation contributions paid on your behalf).
 - Your agent or financial advisor.
 - When we obtain information from your referees.
 - Through reports from professionals, such as medical professionals, or otherwise in connection with the provision of our services.
 - From publicly available sources.

At the point of collecting personal information from you (via an online or printed application form or other means of accessing our services), individuals will receive or have access to a personal information collection notice. These are also available on our website.

2.3 Using your personal information

The personal information that we collect from or about you must be reasonably necessary in order for us to perform one or more of the following primary functions and activities on your behalf:

- a. To establish and administer your superannuation or pension account, including processing contributions from you or on your behalf, investing in accordance with your chosen investment strategy, providing an approved insured benefit, regularly communicating with you about your account and paying benefits to you or your beneficiaries at the appropriate time.

- b. To establish and administer your managed fund account, including processing applications to purchase and redeem units on your behalf and regularly communicating with you about your account.
- c. To comply with the customer identification and verification procedures required by the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth).
- d. To send you relevant information on the products and services to which your membership gives you access or that you have signed up for.
- e. To communicate with you and provide you with information relating to our business and the services we provide through various types of online or social media.
- f. To process Australian Ethical community grants applications.
- g. To process employment applications during the recruitment process.

We may also require information about your beneficiaries and dependants, including details of their relationship with you, in order to determine an appropriate distribution of your superannuation or pension benefits in the event of your death.

We may also use your personal information for the secondary purposes of conducting market research and analysis, developing products, meeting regulatory obligations and processing competition or promotion entries.

2.4 Using sensitive information

There are specific circumstances where we may ask for, or collect on your behalf, sensitive information in order to perform a primary function or activity, such as:

- a. If you are a member of the Super Fund, in order to provide you with insurance cover, or assess your eligibility to claim a benefit, we may need to collect information about your health and income including medical reports, work experience and qualifications. We may also need to disclose your health information to a third party for verification purposes such as the assessment of a medical condition.
- b. If you are a member of the Super Fund (or applying to become a member), where your TFN has been provided to AES, it is used to locate or identify your superannuation or pension account, to report to other regulated superannuation entities (when transferring your benefits to that entity), and to report to the Australian Taxation Office (ATO) in relation to co-contributions, spouse contributions and unclaimed monies. In the case of managed fund accounts, your TFN is used to deduct tax at the applicable tax rate when paying distributions.

Sensitive information will only be used and disclosed for the purpose for which it was provided unless you agree otherwise or disclosure is required or authorised by or under an Australian law or a court or tribunal order. We will always seek your express written consent before collecting sensitive information from you or on your behalf.

2.5 Information required by law

The collection of your personal information is authorised under laws that deal with financial products, superannuation, family law issues, anti-money laundering and tax.

Wherever there is a legal requirement for us to seek information about you, we will inform you of the obligation and the consequences of not providing us with the requested information.

2.6 Tax file numbers

It isn't compulsory for you to provide your TFN to us, but if you don't provide it:

- a. We are liable to pay extra income tax on superannuation contributions your employer makes for you (including salary sacrifice contributions) and may take this extra money out of your super account.
- b. We must not accept any personal superannuation contributions and you will miss out on government co-contributions even if you're otherwise eligible.
- c. It will be harder to keep track of your super.

If you do provide your TFN, we may use it to identify any multiple accounts you may have within the superannuation system and consolidate these into a single account of your choice. Your TFN may also be used to assist in locating "unclaimed" superannuation monies collected by the ATO.

We are also required to ask for your TFN when you invest in the Australian Ethical Managed Funds. If you do not provide your TFN you may be subject to additional tax on your earnings in the Managed Funds.

If you give us your TFN, we have an obligation to keep that information secure. Due to the sensitivity of TFNs and the legal restraints on their use and disclosure, if you lose your TFN we will not be able to provide it to you. You will have to ask the ATO for a copy of it.

2.7 What happens if you don't provide the information requested?

If you choose not to provide the personal information that we ask for, or the information that you provide to us is incomplete or inaccurate, it may mean that we will be prevented from efficiently managing your superannuation, pension or managed fund account, offering you the full range of benefits and services that may be available to you and maintaining contact with you.

2.8 Anonymity and pseudonymity

We will allow you to remain anonymous or to use a pseudonym (fictitious name) when dealing with us unless we are required by an Australian law or a court or tribunal order to ask you to identify yourself or it is impracticable for us to deal with you unless you identify yourself.

3. Who do we disclose personal information to and why?

3.1 The organisations and people we disclose personal information to

We will only disclose your personal information for the purposes for which it was collected.

The organisations and people to whom we may disclose your personal information include the following.

- a. Our service providers and any of their sub-contractors, for the purpose of establishing and administering your superannuation, pension or managed fund account.
- b. Insurers, insurance underwriters and/or medical practitioners for the purpose of accessing your eligibility for insurance and/or processing any insurance claims.
- c. Your employer, for the purposes of updating or confirming the accuracy of our records and determining your superannuation benefits.
- d. Your potential beneficiaries, legal personal representative or estate in relation to a distribution of your superannuation account upon your death.
- e. Your financial advisor.
- f. Your spouse or former spouse or their nominated legal adviser in accordance with *Family Law Act 1975* (Cth) requirements.
- g. Government institutions and regulatory authorities including the ATO, the Australian Prudential Regulation Authority (**APRA**), the Australian Securities and Investments Commission (**ASIC**) and the Australian Transaction Reports and Analysis Centre (**AUSTRAC**).
- h. Courts and tribunals, including the Superannuation Complaints Tribunal (**SCT**) and the Financial Ombudsman Service (**FOS**).
- i. Other superannuation entities in relation to a benefit transfer or rollover.
- j. Independent consultants and market research companies, for the purpose of conducting data analysis and market research with respect to our products and services.
- k. Mail houses, to send you information about your superannuation, pension or managed fund account via mail, SMS and email.

Our web hosting company may be given access to your personal information as part of their engagement to host and manage our websites. Our web and application developers may be given access to your personal information as part of developing applications for, and enhancing, our websites and testing that our applications and websites are working properly.

Where your personal information is disclosed to service providers and other organisations, we seek to ensure that your personal information is handled in accordance with privacy laws and is not used or disclosed for any purpose other than those to which you have consented (unless otherwise required by an Australian law or court/tribunal order).

3.2 Disclosures relating to insurance

If you apply for insurance cover within your superannuation account, we may supply the personal information that you provide on the application form, including health information, to our insurer so that they can assess your eligibility for new or increased insurance cover.

If you make an insurance claim, you may need to provide us with additional personal and health information in accordance with our claims procedures. To assess your claim, your personal and health information may be disclosed by our insurer to medical practitioners and other experts nominated by the insurer.

If there is any dispute about your entitlement to insured benefits, the insurer or AES may disclose your personal and health information to relevant parties involved in the claim or complaints resolution process.

By signing the relevant application for insurance or claims form, you are consenting to the use and disclosure of your personal and health information for these purposes.

3.3 Disclosure to third party associations

We have developed relationships with third party organisations in order to offer you value-added products and services. From time to time we may use your personal information to contact you about these products and services.

Your personal information will never be added to a general marketing database. We do not sell, rent or trade your personal information to or with third parties for the purpose of allowing them to send marketing material directly to you. If you do not want to receive marketing material from us, you can contact us using the details provided below or use the unsubscribe function on electronic communications.

3.4 Disclosure of information to overseas recipients

In order to administer your superannuation and pension accounts, the company contracted by us to administer the Super Fund may use entities located in USA and India for aspects of fund administration. Your personal information may be accessed by these entities in order to perform the contracted services. We have taken reasonable steps to ensure that these entities will collect and store your personal information in a manner that is consistent with the Australian Privacy Principles.

We use an external service provider based in the USA to deliver emails to you. In order for them to provide the service we share your name, email address and member number with them.

3.5 Use of mail houses

We may use mail houses to send you statements, newsletters and information about third party products and services. When this occurs, a non-disclosure agreement is signed by the mail house to ensure that your personal information is not disclosed to any other party and remains under our control.

4. Storing and protecting your personal information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or unauthorised disclosure.

We collect and store your personal information in a combination of secure computer storage facilities (through a third party data storage provider) and paper-based files and records held in secure premises.

A system of passwords and different levels of administration functionality is used to protect your personal information from access by unauthorised personnel. Your TFN is recorded in an encrypted form and destroyed when it is no longer required by law nor administratively necessary to retain.

While we take reasonable precautions to secure your personal information, data protection measures are never completely secure and we cannot guarantee the security of your personal information.

The personal information you provide to us is only retained for as long as necessary to fulfill the purposes for which the information was collected, unless we are required to retain the information

under an Australian law or court or tribunal order. We generally retain health information for many years in order to assist us in the event that a legal dispute arises. In all other circumstances we will take such steps as are reasonable in the circumstances to destroy or de-identify your personal information.

5. Accessing and correcting your personal information

5.1 Access

You have a right to know what personal information we hold about you and to obtain access to it if required. You may access your personal information via our secure member and investor online facilities or request access to your personal information by contacting us using the details provided below.

You may need to provide proof of your identity before access is provided. We reserve the right to charge a reasonable fee to cover any costs incurred in providing you with access to your personal information.

There are circumstances where we are not required to provide, or are prevented from providing, you with access to your personal information. Where access to your personal information has been denied or not provided in the manner reasonably requested, we will provide you with a written notice setting out the reasons for our denial of your request (unless having regard to the grounds for the refusal, it would be unreasonable to do so) and the mechanisms available to you to make a complaint about the refusal.

5.2 Correction

We aim to ensure that your personal information is up-to-date and complete. However, we also rely on you to advise us of any changes to your personal information. You may change some of your personal information via our secure member and investor online facilities. Please contact us using the contact details below as soon as possible if you believe the personal information we hold about you is not accurate, complete or up-to-date so that we can update your file accordingly.

You may need to provide proof of your identity before your information is corrected. Personal information we have disclosed to another organisation will also be corrected at your request unless it is impracticable or unlawful to do so.

If we do not agree with the corrections that you have supplied, we are not required to alter your information. In such circumstances we will provide you with a written notice setting out the reasons for our denial of your request (unless having regard to the grounds for the refusal, it would be unreasonable to do so) and the mechanisms available to you to make a complaint about the refusal. We will not charge a fee to correct your information.

6. Our online services

If you log in to your superannuation, pension or managed fund account using our secure member and investor online facilities, we may collect personal information from you including your name, contact

details and changes to your account such as a switch in investment options or a variation in your insurance cover. We can only collect personal information via our website with your consent, as you must log in and/or click on a 'submit' button provided on each web page before any information is recorded.

There are security risks in transmitting your personal information via the Internet. You should assess these potential risks before deciding whether or not to use our online services. If you would prefer not to transmit your personal information via the Internet, you can provide it to us by mail or telephone.

6.1 Our website

When you browse an unsecured area of our website (i.e. an area where you are not required to log-in), our website provider may log information about your browsing for statistical purposes. We will not try to identify individual users via this process except in the event of an investigation by a law enforcement agency.

Interactive tools on our website, such as calculators, often require you to enter personal information. We only retain this information where a calculator or similar tool allows you to save your information and retrieve it at a later time. The information stored will not be viewed by us unless required for the purposes of investigating a dispute.

From time to time our website may contain links to third parties' websites. Those other websites are not subject to our privacy policies and procedures. Once you leave our website, the guidelines of this Privacy Policy no longer apply. You will need to review those websites directly to view a copy of their privacy policies and to ensure your personal information is protected.

6.2 Capturing information on our website

We use technology called cookies when you visit our website. Cookies are small pieces of information stored on your computer's hard drive. They can record information about your visit to our website.

The cookies we send to your computer cannot read your hard drive, obtain any information from your browser or command your computer to perform any action.

We use 2 types of cookies.

- Persistent cookies which identify pages accessed.
- Session cookies which are used for security reasons to assist with the identification process required for using member and investor online facilities, as well as statistical purposes. These cookies allow you to be recognised once you have signed in and provide you with your confidential account information. We also use these types of cookies in multi-page forms, to help the website remember what you do from one page to the next.

We may transmit usage information about visitors to our website to third party ad servers (including Google AdSense) for the purpose of targeting our Internet banner advertisements on other websites.

To do this we use web beacons and cookies provided by third-party ad servers on our website. The information that is collected and logged on our behalf through this technology is not information from which you can be personally identified. Website visitors can customize Google Display Network Ads using the Google Ads Preferences Manager.

6.3 Use of your email address

If you provide us with your email address we may use it to communicate with you. If you have provided your email address to us but no longer wish to receive electronic marketing communications from us, you can log in to the member and investor online facilities and update your email profile, click the unsubscribe link within the email you received, or contact us using the details provided below.

7. What do you need to do if you have a complaint?

If you wish to make a complaint about a breach of this Privacy Policy or the Australian Privacy Principles you can contact us using the contact details below.

You will need to provide your complaint in writing and with sufficient details regarding your complaint together with any supporting evidence.

If we receive a privacy complaint it will be treated seriously and dealt with promptly, in a confidential manner and in accordance with our internal complaints handling procedures. We will contact you if we require any additional information from you and will notify you in writing of the outcome of the investigation.

8. Contacting us

If you have any questions about this Privacy Policy, if you wish to register a complaint about how we have handled your personal information, or if you wish to access or correct the personal information that we hold about you, please contact our Privacy Officer on:

- t** 1300 134 337 (superannuation)
1800 021 227 (managed funds)
- e** privacy@australianethical.com.au
- a** GPO Box 8, GPO Box Centre, Sydney 2000

If you have a complaint regarding privacy issues relating to your superannuation or pension account and it is not resolved by us to your satisfaction, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC).

Attention: Director of Compliance (Investigations)

- t** 1300 363 992
- f** 02 9284 9666
- e** enquiries@oaic.gov.au
- a** GPO Box 5218 Sydney NSW 2001

If you have a complaint regarding privacy issues relating to your investment in our managed funds, and it is not resolved by us to your satisfaction, you may refer your complaint to the Financial Ombudsman Service (FOS).

- t** 1300 78 08 08
- e** privacy@fos.org.au
- a** GPO Box 3, Melbourne VIC 3001

9. Additional information

We reserve the right to modify this Privacy Policy from time to time to reflect our current privacy practices and we will post such updated Privacy Policy on our website.

You may request a copy of this Privacy Policy in a particular form and we will take such steps as are reasonable in the circumstances to give you a copy in that form, free of charge. However, should your request for access in a particular form be declined, or an access charge is imposed, we will explain this decision to you.