

# Privacy Policy

## About this policy

Fernleigh Financial Pty Ltd (Fernleigh Financial) recognises the importance of privacy and is committed to protecting the privacy of all individuals when handling personal information. This Privacy Policy explains in an open and transparent manner how Fernleigh Financial will collect, hold, use, disclose, protect and otherwise handle your personal information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). When you provide Fernleigh Financial with personal information you consent to its use, disclosure and handling of your personal information in accordance with this Privacy Policy as amended from time to time. Should you require a copy of this policy it is available for download or we can post you a copy at your request.

## Collection of personal information

Fernleigh Financial will collect and hold your personal information for the purposes of providing advice in relation to the financial services and products we recommend to you and to identify who you are in relation to the Anti- Money Laundering Laws. The kinds of personal information that we may collect and hold include your name, date of birth, tax file number, email address, home address, phone number and bank account details as well as financial information. Where you do not provide us with all or some of your personal information that we request then we may not be able to provide you with our services or the services that we are able to provide may be limited in some way.

Fernleigh Financial collects your personal information directly from you when you complete personal data forms and application forms and we may also collect data from the companies you may deal with through us. Other ways we may collect your personal information includes in person or by telephone, letter, facsimile or email or by other electronic means. Fernleigh Financial may hold personal information collected in both physical and electronic storage facilities including paper-based files, computer and data servers both onsite and in the cloud.

## Electronic data capture

Fernleigh Financial may use cookies, web beacons or similar technologies to collect de-identified information about your visits to our website [www.fernleighfinancial.com.au](http://www.fernleighfinancial.com.au) ("Website") for the purpose of improving your experience browsing our Website. As an example, should you visit our Website Fernleigh Financial may collect information about your operating system, browser type, pages accessed, documents downloaded, any previous visits, any referring website, including dates and times. If you disable cookies in your browsers, our website may not operate as it should. Our online enquiry form on our Website also collects the personal information you enter. This information is used for the sole purpose of answering your enquiry.

## Use and disclosure of personal information

Fernleigh Financial may use and disclose personal information collected and stored to enable us to provide the financial services and products to you and for other related legal purposes. For example, we may use and/or disclose your personal information to:

1. verify your identity;
2. administer platforms, investments, insurances and other services we provide to you;
3. comply with laws, regulations, rules, directions or requests from Fernleigh Financial's regulatory bodies and/or other government agencies;
4. comply with Fernleigh Financial's own internal policies and procedures.

**Third parties**

Where it is legal and necessary to do so, Fernleigh Financial may disclose your personal information for the purposes described above to third parties such as our product suppliers, contractors, professional advisers, government agencies and regulators or parties involved in the management of your products and services. These third parties may be in other countries where laws in relation to the processing of personal information are not consistent with the Australian Privacy Principles or the Privacy Act. While Fernleigh Financial may take steps to try and ensure that these third parties do not breach the Australian Privacy Principles in relation to your personal information, the overseas recipient may breach the Privacy Act and/or the Privacy Principles and this may be due to that countries own laws. In these cases, Fernleigh Financial relies on the Australian product supplier to ensure compliance of their offshore branch or operation. By providing us with your personal information you accept that we may make disclosures to overseas recipients on this basis.

**Security of your personal information**

Fernleigh Financial will take all reasonable steps to protect your personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure using both physical and electronic security measures. By providing us with your personal information over the Internet you accept that such information will be transmitted at your own risk as the security of such information cannot be guaranteed. Fernleigh Financial will not retain your personal information, unless required by law, if it is no longer needed for any purpose for which we may lawfully use or disclose it. However, under the Law we are obliged to retain certain data for up to seven (7) years after you cease to be a client of Fernleigh Financial.

**Access to your personal information**

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [brad@fernleighfinancial.com.au](mailto:brad@fernleighfinancial.com.au) or [richard@fernleighfinancial.com.au](mailto:richard@fernleighfinancial.com.au).

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

**Complaints about privacy**

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to PO Box 7053, Redhead, NSW, 2290. We take complaints very seriously and will respond shortly after receiving written notice of your complaint. If you are not satisfied with our response you can complain to the Office of the Australian Information Commissioner.

Contact us:

Email: [brad@fernleighfinancial.com.au](mailto:brad@fernleighfinancial.com.au) or [richard@fernleighfinancial.com.au](mailto:richard@fernleighfinancial.com.au)

Address: PO Box 7053, Redhead, NSW, 2290