

# IMB Financial Planning's Privacy Policy

## Contents

|   |   |
|---|---|
| Overview .....  | 1 |
| What personal information we collect.....                           | 1 |
| Why we collect your personal information.....                       | 2 |
| How we collect your personal information .....                      | 2 |
| How we store and secure your personal information.....              | 3 |
| How we use your personal information .....                          | 3 |
| To whom we disclose your personal information .....                 | 3 |
| Access & Correction.....  | 4 |
| What to do if you think your privacy has been interfered with ..... | 4 |
| Where can you get further information? .....                        | 5 |

## Overview

In this Privacy Policy, a reference to "IMB Financial Planning" or "we" or "us" or "our" means IMB Financial Planning Ltd.

At IMB Financial Planning, we believe that an individual's right to keep their personal information private is very important. We are committed to protecting your right of privacy and ensuring the accuracy and security of all of your personal information in accordance with the Privacy Act (Cth) 1988, including the Australian Privacy Principles.

This Privacy Policy includes important information relating to how IMB Financial Planning collects, uses, discloses and stores your personal information, and how you can seek access to or correction of your personal information. This Privacy Policy also explains what you should do if you have any concerns in relation to the security of your personal information or wish to make a complaint about IMB Financial Planning's handling of your personal information or IMB Financial Planning's compliance with the Privacy Act.

This Policy applies to all your dealings with IMB Financial Planning, whether at one of our offices or when dealing with us over the phone or online.

If we agree with you to use or disclose your personal information in ways which differ from those stated in this Privacy Policy, the provisions of that agreement will prevail where there is any inconsistency.

We may make changes to this Privacy Policy from time to time (without notice to you) that are necessary for our business requirements or the law. Our current Privacy Policy is available on our website. Any changes to the way IMB Financial Planning deals with your personal information will apply from the date appearing on the Policy.

## What personal information we collect

Personal information means information or an opinion about an individual who is identified, or who can reasonably be identified from that information. You may refuse to provide IMB Financial Planning with your personal information at any time. We may, however, be unable to provide you with advice or products and services without certain personal details.

The kinds of personal information IMB Financial Planning collects include:

- Identifying information like your name, date of birth, gender, address and other contact details;
- Relationship information and information about entities related to you;
- Financial position – your expenses, income, assets, liabilities, investments, government entitlements, superannuation and insurance protection;
- Information about any estate planning arrangements you have in place;
- Your financial goals, objectives and needs;
- Health related information (in certain circumstances);
- Place of employment;
- Identifiers assigned to you by the government such as your tax file number (TFN), Medicare card number, or Australian Business or Company Number (ABN or ACN);
- Complaint related information;
- Your reasons for seeking advice, or applying for a product or service.

## Sensitive personal information

The Privacy Act deems some personal information to be **sensitive** personal information.

Sensitive personal information includes but is not limited to your medical history, religious views, ethnicity, sexual orientation, criminal record and political opinions.

We will not collect your sensitive personal information unless it is necessary to provide you with the product or service you request, for example it may be necessary to request certain sensitive personal information to assess your application for certain types of insurance. You will be asked to consent to the collection and use of your sensitive personal information at the time we collect it.



## Anonymity and Pseudonymity

In most situations, we will require you to provide us with your personal information because we need this information in order to provide advice, products and services to you. However, where it is lawful and practical to do so, we will provide you the option to deal with us anonymously or by using a pseudonym. For example, if you have a basic general inquiry, you will not typically need to provide us with personal information.

## Why we collect your personal information

IMB Financial Planning requires your personal information so that we can provide, manage and administer the advice and products and services that you seek, efficiently and effectively. The personal information we hold is mainly used for establishing and managing your financial products or services, and reviewing your ongoing needs.

We collect your personal information:

- to provide you with information about a product or service or the scope of advice that we can provide;
- to assess any application for a product or service;
- to provide, manage and administer the advice, products and services you seek; and
- to communicate with you about us and our advice, products and services.

## As required by law

IMB Financial Planning is required to collect certain information under various Australian laws and regulations.

For example:

- the Anti-Money Laundering and Counter Terrorism Financing Act 2006 requires us to collect certain information, including to identify you, when we provide you with a product or service;
- due to certain information sharing arrangements the Australian government has in place with other countries, IMB Financial Planning may need to ask you for further information about your residency status for tax purposes. Under the terms of the Foreign Account Taxation Compliance Act agreement between the Australian and United States governments, for example, IMB Financial Planning must ask people applying for certain products whether they are citizens or tax residents of the United States (or citizens or tax residents of any country other than Australia). If you are a citizen or tax resident of a country other than Australia, IMB Financial Planning may be required to collect your tax identification number from the relevant country (that is, the foreign equivalent of an Australian Taxation Office tax file number);
- IMB Financial Planning may be required to disclose personal information in response to a court order or subpoena or other legally binding document.

## How we collect your personal information

### From you

IMB Financial Planning will only collect your personal information by lawful and fair means. We will only ask you to provide the personal information that is relevant to your enquiry or the product or service you wish to acquire. Where it is reasonable and practical to do so, IMB Financial Planning will only collect personal information about you from you directly.

Generally we collect your personal information from you when you apply for one of our products or services or when you meet with a planner or visit the IMB Financial Planning website, or we deal with you over the phone or internet. We also collect personal information through maintaining records of information provided in the course of ongoing financial planning advice, applications, claims or customer service.

We may also collect information about you that is publicly available, including information from telephone directories, the electoral roll or other websites.

### From a third party

Sometimes we may obtain your personal information from third parties, such as:

- our related entities, such as our parent company, IMB Ltd, subsidiaries or joint venture companies, so that we can better manage and promote our relationship with you;
- other financial services providers and AFS Licencees (such as insurance providers) – to provide you with information about products and services we think may be of interest to you;
- alliance partners with whom IMB Financial Planning has an arrangement to jointly offer products or services or to share information for marketing purposes so that we may provide you with products or services and/or promote a product or service;
- alliance partners (such as insurance providers) from whom you have obtained a product or service, so that we can better manage our overall relationship with you, or from marketing companies to whom you have provided your personal information, so that we can tell you about our products and services;
- referees (including an employer), any broker, financial consultant, accountant, lawyer, or any other adviser acting for you;
- marketing companies – who have provided us with your contact information so that we can tell you about our products and services.

Where it is necessary to obtain personal information about you from other sources, we will seek your consent and tell you from whom or where we are collecting the information and why.

### Unsolicited Information

In the event that we receive unsolicited personal information, we will determine, within a reasonable period after its receipt, whether or not we could have collected such personal information under the Australian Privacy Principles. If we determine that we could not have collected such personal information under the Australian Privacy Principles, then we will, as soon as practicable, either destroy the information or otherwise ensure it is de-identified, provided that it is lawful to do so. Otherwise, we will hold, use and disclose such personal information in accordance with this Privacy Policy.



## Internet behaviour

We may also collect information about how you use the IMB Ltd trading as IMB Bank website or other websites containing IMB Ltd or IMB Financial Planning information or advertisements. We use this information to help us better tailor our services to you. Generally this information is derived from cookies and does not identify you. Please refer to our Website Policy at [www.imb.com.au/privacy](http://www.imb.com.au/privacy) for information about how we use cookies. If we do identify you using a cookie, we will only use the information we collect in accordance with this Privacy Policy and the Australian Privacy Principles.

## How we store and secure your personal information

We are committed to protecting your personal information from loss and unauthorised access, use, modification and disclosure.

IMB Financial Planning maintains physical security at all our locations. Only our staff and service providers who are authorised to handle your information will have access to your personal information.

We may store your personal information in hard copy documents or electronically. IMB Financial Planning has document handling procedures in place, including secure offsite storage facilities, to ensure your information is protected from misuse, loss and unauthorised or illegal access or use.

Your personal information is protected where we store your information electronically or when you deal with us over the phone or internet. We have computer and network security including firewalls and other security devices to protect your information.

Once IMB Financial Planning no longer requires your personal information for any purpose we will take reasonable steps to destroy or permanently de-identify that information.

For more information about our commitment to securing your personal information, please visit the IMB and Your Security section of our website at <http://www.imb.com.au/personal-member-space-your-security.html>.

## How we use your personal information

IMB Financial Planning will only use your personal information for the purpose for which it was collected. Generally we use your personal information for the following purposes:

- to provide you with advice, or information about a product or service;
- to identify you and, in some cases, establish your taxation status under Australian and / or foreign laws;
- to assess any application for a product or service;
- to provide, manage and administer the advice, products and services you seek;
- to communicate with you about us and our products and services, including to market ours, IMB Ltd's or our alliance partners' products and services to you. You will be given the option to opt out of receiving such communications;
- as required under various Australian laws and regulations including the Anti-Money Laundering and Counter Terrorism Financing Act 2006 and the National Consumer Credit Protection Act 2009.

We will not use your information for any other purpose unless you consent or you would reasonably expect IMB Financial Planning to use the information for that purpose, or we are required or authorised to do so by law.

## Marketing

IMB Financial Planning may use your personal information, including your contact details, to provide you with information about our or IMB Ltd's products and services, or our alliance partners products and services that we think might be of interest to you.

We will consider that you consent to the use of your personal information in this way unless you opt out. You may opt out if you no longer wish to receive marketing information or do not wish to receive marketing information through a particular channel, such as email. You can opt out of these communications at any time by calling 4262 9050.

IMB Financial Planning is able to contact our clients who are registered on the Do Not Call Register. As a client of IMB Financial Planning, we will need to contact you on occasion in relation to the products and services you have with us. IMB Financial Planning will not, however, contact you with offers of other products and services that we think may be of interest to you if you have opted out of receiving these communications from us.

## To whom we disclose your personal information

In the course of our relationship with you it may be necessary for IMB Financial Planning to disclose your personal information to other parties.

We may disclose your personal information to:

- our parent company IMB Ltd, or a related entity, subsidiary or joint venture company;
- other financial service providers and AFS Licencees with whom you wish invest or whom are involved in the administration of your investments;
- organisations who perform services on our behalf including but not limited to those involved with the implementation of financial advice recommendations, mailing services, payment processing services, document storage services, data verification services, information technology support services including for the purpose of systems development and product development, insurers, research providers, platform operators, fund custodians and administrators, and professional advisers including accountants, lawyers and auditors;
- your representative, for example a lawyer, financial adviser, superannuation fund representative, broker or someone you have appointed to act on your behalf;
- government and regulatory authorities if required or authorised by law.

Further, when you instruct people to act on your behalf such as brokers, superannuation fund representatives, financial advisers, attorneys, lawyers and accountants, or you appoint someone else to act on your behalf, IMB Financial Planning assumes that you consent to the disclosure of your personal information to those people.



# IMB Financial Planning's Privacy Policy

IMB Financial Planning is also required or authorised to disclose certain information under various laws to government agencies such as the Australian Securities and Investment Commission (ASIC), state and territory credit assistance schemes and the Australian Transactions Reports and Analysis Centre (AUSTRAC). In certain circumstances, IMB Financial Planning is also permitted to disclose your personal information to external dispute resolution scheme providers such as the Financial Ombudsman Service and the Office of the Australian Information Commissioner (see the "What to do if you think your privacy has been interfered with" section, below, for further information on external dispute resolution).

## Overseas Disclosure

Some of our service providers, for example technology and operational service providers, may be located overseas or have operations overseas. We may disclose your personal information, including credit related personal information, to these service providers where it is necessary for the provision of those services. Where we do disclose your information overseas, the Privacy Act requires us to take measures to ensure your information is treated in accordance with the Australian Privacy Principles.

The nature of the product or service you request may also require us to disclose your personal information overseas, for example if you ask us to transfer funds to an institution or organisation located overseas we will be required to disclose information necessary to action your request.

The countries where we are likely to disclose your personal information include, but are not limited to, the USA, UK, the Philippines, India and countries in the EU.

## Access & Correction

You can request access to, and correction of, the personal information we hold about you. You do not need to give a reason for seeking access to your personal information but we may require you to demonstrate to us why a correction to your personal information is required.

We will give you access to that information unless legislation allows us or requires us to refuse access, in which case we will provide you with reasons as to why we have declined your request for access.

This may happen where:

- access would pose a serious threat to the life or health of any individual;
- access would have an unreasonable impact on the privacy of others;
- the request is frivolous or vexatious;
- the information relates to a commercially sensitive decision making process;
- access would be unlawful;
- access would prejudice enforcement activities relating to criminal activities and other breaches of law; and / or
- legal dispute resolution proceedings are on foot.

We will not charge a fee for requesting access to your personal information or for making a correction to your personal information. We may charge a fee for giving you access to your personal information. Before we act on your request, we will tell you how much this service is expected to cost. We will endeavour to deal with your requests in relation to personal information within a reasonable timeframe.

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date. If you think that any personal information we hold about you is incorrect, you may ask us to correct it and we will take reasonable steps to do so, unless we disagree with your reasons. If we decline to correct your personal information we will give you an explanation as to why.

Your identity will be confirmed (including by verifying your signature) before we process your access or correction requests. Requests for access or correction to limited amounts of personal information, such as checking to see what address or telephone number we have recorded, can generally be handled via an IMB Financial Planner or over the telephone. In some cases, you will be requested to fill out a "Request for Access or Correction Form" and specifically identify the information you wish to access or correct.

You can request access to, or the correction of, your personal information by calling us on 4262 9050, via [www.imb.com.au](http://www.imb.com.au) (using our online enquiry form) or by writing to IMB Financial Planning's Privacy Officer at Level 1 205 Crown Street Wollongong NSW 2500 Australia.

## What to do if you think your privacy has been interfered with

If you have a question or a concern in relation to IMB Financial Planning's collection, use or disclosure of your personal information, or you believe IMB Financial Planning has breached its obligations under the Privacy Act, please contact us and we will endeavour to resolve your concern.

If you are dissatisfied with the initial response, you can make a complaint in accordance with IMB Financial Planning's Internal Dispute Resolution Policy, details of which can be obtained by calling IMB Financial Planning or writing to or emailing us.

Once a privacy related complaint has been lodged, IMB Financial Planning will acknowledge your complaint within 7 days and will aim to resolve your complaint within 30 days. We will aim to deal with your complaint at the source of the complaint. If you are not satisfied with the response you receive, please let us know. If we can't resolve your complaint face-to-face or over the phone, we encourage you to direct your complaint in writing to:

**The Practice Manager** IMB Financial Planning Ltd trading as IMB Bank Level 1, 205 Crown Street, Wollongong NSW 2500

If you are still not satisfied, you can contact external bodies that deal with privacy complaints – the Financial Ombudsman Service (which is our external dispute resolution scheme) or the Office of the Australian Information Commissioner (which oversees privacy laws in Australia). These services are free of charge. Either of these bodies may forward your complaint to another external dispute resolution body if it considers the complaint would be better handled by that other body.



Contact details for these external dispute resolution services providers are as follows:

**Office of the Australian Information Commissioner**

GPO Box 5218 Sydney NSW 2000

Ph: 1300 363 992

[www.oaic.gov.au](http://www.oaic.gov.au)

**Financial Ombudsman Service (FOS)**

GPO Box 3 Melbourne VIC 3001 (Australia)

Ph: 1300 78 08 08

Fax: (03) 9613 6399

[www.fos.org.au](http://www.fos.org.au)

[info@fos.org.au](mailto:info@fos.org.au)

## Where can you get further information?

Should you have any further queries regarding our Privacy Policy, you can contact us in the following ways:

- call us on 02 4262 9050
- Online: at [www.imb.com.au](http://www.imb.com.au), using our online enquiry form
- Write to us at: Level 1, 205 Crown Street, Wollongong NSW 2500