

Privacy Policy

For

E G Financial Services Pty Ltd

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ABN 86 135 624 921

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Your Rights to Privacy

EG Financial Services regards Privacy as a serious issue and understands that it is important for you to know how we deal with your personal information.

From time to time we are required to collect, use and disclose personal information relating to our customers, contractors, suppliers and employees in the performance of our business activities.

EG Financial Services, its employees and contractors comply with the requirements of the Privacy Act 1998 (Cth) ("Privacy Act") and the National Privacy Principles ("NPP") in relation to the collection, storage, use and disclosure of records containing your personal information.

The following Privacy Policy has been published to provide you with a clear and concise outline of the types of personal and sensitive information that we collect and keep on record:

- Our policy in relation to how we collect, hold, use and disclose your personal information
- Your privacy rights

Definition

Personal Information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Sensitive Information has the meaning set out in the Privacy Act.

Members Area grants you access to your database and storage facility. This can only be done using a username and secure password on our website

Unless stated otherwise, the expressions 'we', 'us' and 'our' are a reference to EG Financial Services and any related or associated entities.

Collection of Personal Information

We are entitled to collect personal information by lawful and fair means. Personal information will not be collected in an unreasonably intrusive way.

We collect and hold personal information for the purposes of establishing and building a financial services relationship with you.

Depending on the type of services sought after, we may also collect sensitive information about you such as your health, ethnic origin, membership to professional or trade associations or philosophical beliefs.

All personal information is collected from you, unless consent has been given to obtain your information from a third party.

The information we collect is used in the following manner:

- To provide you with appropriate financial information and services specific to your circumstances and needs
- To enable us to provide you with investment or generic financial information which may be of interest or value to you

Use and Disclosure of Personal Information

We will not use or disclose your personal information for a purpose (the secondary purpose) other than the primary purpose of collection unless:

(a) both of the following apply:

- (1) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
- (2) you would reasonably expect us to use or disclose the information for the secondary purpose; or

(b) you have consented to the use or disclosure (in writing, by telephone, or implied by conduct); or

(c) we have reason to suspect that unlawful activity has been, is being or may be engaged in, and use or disclose the personal information as a necessary part of our investigation of the matter or in reporting our concerns to relevant persons or authorities; or

(d) the use or disclosure is required or authorised by or under law; or

(e) the use or disclosure is required for our compliance and auditing purposes; or

(f) the use or disclosure is not inconsistent with the requirements of the Privacy Act.

Personal Information Quality

We may not be able to provide the services or advice you are seeking if you provide us with incomplete or inaccurate information.

If you believe that the information we have about you is not accurate, complete or up-to-date, you have to contact us and we will use all reasonable efforts to correct the information.

Personal Information Security

We take all reasonable administrative, technical, and physical safeguards to protect your personal information from misuse, loss, unauthorised access, alteration or disclosure.

A person acting on our behalf will not transfer personal information without first establishing the identity of the recipient through the use of a personal identifier and/or cross check.

Secure methods are used to destroy or de-identify any personal information, provided the information is no longer needed for any purpose and it is permissible by the law to do so.

Access to Personal Information

You can request us at any time to provide you with access to the personal information we hold about you.

Under some circumstances we may not be required to provide access to you and in such cases a written explanation will be given to you.

Access to your information will be provided on receipt of a written request and will generally be processed within 14 days. More time may be required for more complex requests.

There is no fee for requesting access to your information; however we may charge you the reasonable costs of processing your request.

Marketing and Promotional Material

We acknowledge and respect your right to choose to opt-out of receiving information about products and services supplied by us, or by others, which we think may be of interest to you.

You may opt-out of receiving such information at any time by advising us in writing or contacting us by telephone.

Website Access

When accessing our website, we will learn certain information about you during your visit. How we will handle information we learn about you depend upon what you do when visiting our site.

If you use our site to access our Member's area, please view the privacy policy available on the website that deals directly with the information stored on our web servers.

We will take reasonable care to ensure that your information is secure; on provision that you abide by our Terms of Use

Privacy Policies of Other Parties

Many of the product and service providers you may deal with through your relationship with us will also have Privacy Policies concerning the manner in which they collect, hold, use or disclose personal information. These Policies can generally be accessed via the provider's web site or will be made available to you upon request to them.

Contacting us about Privacy

If you would like further information regarding our Privacy Policy, please contact us as follows:

- By telephone on 08 9332 7118 or 0422 233 290
- In writing to PO Box 179, Bull Creek WA 6149