



**Dorset  Wealth**

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## **Privacy Policy**

Version 2.0

15 October 2024

# Privacy Policy

## Privacy Statement

Dorset Wealth Management Pty Ltd (ABN 75 676 129 810, AFSL 558504 is committed to the Australian Privacy Principles (APP) as set out in the Privacy Act 1988 (amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012). To comply with our obligations under the APP, we have a Privacy Policy which sets out how we manage privacy.

You are welcome to request more information about the policy. Refer to the "Contact Us" section of this document for details.

## Collecting your personal information

We only collect personal information that is reasonably necessary for us to provide services to you.

We may collect information such as your name, address, phone number, email address, tax file number, bank account details, other information that may be required for identification purposes, information about your investments and transactions and other information related to the services we provide.

We will collect your personal information from you directly whenever we can. Sometimes we collect your personal information from other sources or third parties such as your Accountant. We do this only if it's necessary to do so, for example where:

- we can't get hold of you and we rely on publicly available information to update your contact details;
- we need information from an insurer about an insurance application you make through us;
- at your request, we exchange information with your legal or financial Advisors or other representatives.

You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

We may collect information about you because we are required or authorised by law to collect it. There are laws that affect financial institutions, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering law.

If you don't provide your information to us, we may not be able to:

- provide you with the product or service you require;
- manage or administer your product or service;
- verify your identity or protect against fraud; or
- let you know about other products or services that might better meet your financial and lifestyle needs.

## Storing and securing your information

We store your information in a combination of computer storage facilities, paper-based files and other records. We will take reasonable steps to protect personal information from loss, misuse, unauthorised access, modification or disclosure.

We protect our systems and your account from unauthorised access. If after a period of time (generally, 7 years) we are no longer required to hold your personal information, we may delete or destroy it.

## Use and disclosure of your personal information

We use your personal information (which may include your sensitive information, such as health information) for the primary purpose, of providing financial services to you (including answering your requests and complaints, varying products and services and managing your relevant product portfolios) and to contact you about other products and services that may be relevant to you.

We may share your personal information (which may include your sensitive information, such as health information where we have your consent) with third parties for any purposes for which we use your information.

This may include to the following types of third parties:

- those involved in providing, managing or administering the products or services you have requested, (including other Advisors, Paraplanners and organisations who work with us), depending on the financial services and products you have requested;
- insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- professional associations and organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, compliance, auditing, computer or other business services;

- your representatives, service providers, or other organisations, such as your accountant, mortgage broker, solicitor, tax agent, stockbroker, bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business;
- government and regulatory authorities and other organisations when required or authorised by law (in some instances these bodies may share it with relevant foreign authorities); and
- where you have given your consent.

We run our business in Australia. To provide you with our services however, we may share your information with organisations outside Australia (for example information technology service providers and/or support staff). Countries we may send information to include The Philippines.

We may also store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it is not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

### Consent to marketing activity

We presume you consent to being contacted by us about products and services that may be of interest to you. We may continue to contact you for these reasons until you withdraw your consent.

You can do this at any time by contacting us. We will process your request as soon as practicable.

### Gaining access to your personal information

You can gain access to your personal information that we hold about you by contacting us unless an exemption applies under the law. We will give you reasons if we deny you access to information. You can find out how to access your information by contacting Dorset or your Dorset Wealth Partner.

### Correcting or updating your Information

If you believe the personal information that we hold is inaccurate, incomplete or out-of-date, you can contact us and we will take reasonable steps to correct your information within a reasonable period.

## Privacy Complaints

### How we handle privacy complaints (for individual clients)

#### *Who may complain under this policy?*

If you have provided us with personal information, you have a right to make a complaint, have it investigated and dealt with under this policy.

#### *What is a privacy complaint?*

A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as:

- How personal information is collected;
- How personal information is stored;
- How this information is used or disclosed;
- How access is provided;
- Any other matter covered by this policy.

#### *If you have a complaint about privacy practices*

If you have questions or concerns in relation to Dorset's handling of your personal information you should in the first instance raise the matter with your Dorset Wealth Partner. If the matter is not resolved to your satisfaction, you may make a complaint to the Practice Manager, using the details outlined in the "Contact Us" section of this document.

#### *How Dorset manages complaints*

We will seek to resolve your complaint within a reasonable timeframe (30 days or as soon as practicable). At all times Dorset will seek to manage your complaint in accordance with following principles:

- All complaints will be treated seriously;
- All complaints will be dealt with promptly;
- All complaints will be dealt with in a confidential manner;
- The privacy complaint will not affect your existing obligations or the commercial arrangements that exist between this firm and you.

#### *The Office of the Australian Information Commissioner*

If you are unhappy with our response to your complaint, you are entitled to take your complaint formally to The Office of the Australian Information Commissioner.

**The Office of the Australian Information Commissioner** can be contacted on 1300 363 992. Further details can be found online at [www.oaic.gov.au](http://www.oaic.gov.au).

#### *Anonymity*

You are entitled to lodge an anonymous complaint or to use a pseudonym when lodging a complaint with Dorset. In the event that an anonymous complaint is received, we

will note the issues raised and try and resolve the complaint appropriately. However we may be unable to deal with an anonymous complaint if we are unable to investigate appropriately or follow up such complaints.

To contact Dorset about a Privacy Complaint, refer to the "Contact Us" section (below).

## Contact Us

Should you need to find out more about Dorset or our Privacy Policy, you can contact us via the following methods:

<b>Telephone</b>	1300 DORSET (367738)
<b>Email</b>	feedback@dorsetwealth.au
<b>Writing</b>	Dorset Wealth Management Pty Ltd GPO Box 824 Brisbane Qld 4001
<b>Website</b>	dorsetwealth.au



## Dorset Wealth Management

Lvl 5, 388 Queen Street  
Brisbane Qld 4000

GPO Box 824  
Brisbane Qld 4001

1300 DORSET (367738)

[bne@dorsetwealth.au](mailto:bne@dorsetwealth.au)  
[dorsetwealth.au](http://dorsetwealth.au)

The information provided in this publication does not constitute financial product advice. The information is of a general nature only and does not take into account your individual objectives, financial situation or needs. It should not be used, relied upon, or treated as a substitute for specific professional advice. Dorset Wealth Management Pty Ltd (ABN 75 676 129 810 | AFSL 558504) recommends that you obtain professional advice before making any decisions.