



# TEMPUS WEALTH

*your advice for life*

## PRIVACY POLICY

For the purposes of this Policy, Tempus Wealth is authorised under the FSP Group.

If at any time you are unsure of your obligations in respect of the collection or treatment of personal information, you should speak to the Privacy Officer, whose contact details are:

Name: The Privacy Officer

Address:

c/- FSP Group Pty Limited, Level 9, 347 Kent Street Sydney NSW 2000

Telephone: 1800 006 216

Email: [info@financialservicespartners.com.au](mailto:info@financialservicespartners.com.au)

### 1.1

We are committed to protecting your privacy and the confidentiality of any personal information that we collect from you, whether that information is provided in written form, verbally or over the internet.

### 1.2

In collecting and handling your personal information, we abide by the National Privacy Principles ("NPPs") established under the Privacy Amendment (Private Sector) Act 2001. You can obtain information about the NPPs and your privacy rights at the Australian Information Commissioner's website at <http://www.oaic.gov.au/>.

### How do we collect personal information?

### 1.3

We primarily collect your personal information via particular forms, such as investment applications, TFN Notifications, Direct Debit Requests, Transfer Requests, Personal Reviews and other such forms which we generally either receive directly from you or your accountant. Occasionally we collect information through telephone, e-mail or web enquiries about our products or services. We may also receive notice from your accountant of changes to the personal information that we hold which we use to update that information.

## **For what purposes do we collect personal information?**

### **1.4**

We ask you for personal information that is necessary for us to adequately provide to you the products or services you have requested. This may include processing your product investment application forms; managing and administering your superannuation and/or investments (including providing distributions and reporting); preparing your financial plan; providing financial advice to you; recommending and implementing investments; reviewing your financial plan; monitoring your investment portfolio; preparing and implementing a financial planning business plan for accounting businesses; and providing ongoing support to the financial planning businesses of accounting practices.

### **1.5**

Tempus Wealth may use your contact details to let you know about other products or services they offer, or about developments within or affecting them. If you do not wish to receive such communications, you can let us know by e-mailing us at [advice@tempuswealth.com.au](mailto:advice@tempuswealth.com.au) or phoning +61 2 9195 3770.

## **To whom do we disclose personal information?**

### **1.6**

As Tempus Wealth outsources the administration of the Scheme's, they need to disclose the personal information provided on application forms for these products to those Administrators. Details of those Administrators can be obtained by emailing us at [advice@tempuswealth.com.au](mailto:advice@tempuswealth.com.au) or phoning +61 2 9195 3770.

### **1.7**

Other types of persons to whom Tempus Wealth may disclose your personal information include your accountant, solicitor or the Australian Taxation Office.

### **1.8**

In order to keep our costs competitive our Practice utilises specialist business support resources that are located in the following country or countries: Vietnam, Malaysia.

The organisation(s) we have contracted to support our business have confirmed to us they will adhere to the Australian Privacy Principles when dealing with your personal information. They will not contact you or share your information with any other party unless they have your express approval.

### **1.9**

To assist in administration, including tasks like monitoring, regulatory compliance auditing and complaints handling, Tempus Wealth may share personal information with the FSP Group.

## **Limitations on use and disclosure of personal information**

## **1.10**

Tempus Wealth will not use or disclose your personal information for any purpose other than as set out above, or for a related purpose in circumstances where you would reasonably expect such use or disclosure, or where you have consented to such use or disclosure, or in circumstances otherwise authorised by the NPP's.

## **Cookies**

### **1.11**

Our web sites use cookies which allow us to identify your browser while you are using our site. Cookies do not identify you, they simply allow us to track usage patterns so that we can measure the level of interest in various areas of our site. Most web browsers are set up to accept cookies. You can re-set your browser to refuse all cookies or to receive a warning message with each cookie which you can then refuse by turning it off in your browser. Your internet service provider should be able to assist you to set your preferences.

### **1.12**

Unless you provide an e-mail address in the course of your visit to our web sites, we cannot identify you.

## **The security of your personal information**

### **1.13**

We treat your personal information at all times as confidential. All paper files are stored in lockable cabinets or dedicated safe custody rooms which are locked out of hours. All electronically held information is protected through the use of firewalls and access passwords on each computer. Data is backed up each evening and stored securely off site twice weekly.

## **Updating and accessing your personal information**

### **1.14**

If you become aware or believe at any time that information we hold about you is inaccurate, incomplete or out dated, you may contact us by any of the methods set out below and provide us with evidence of the inaccuracy, incompleteness or out datedness and we will, if we agree that the information requires correcting, take all reasonable steps to correct the information.

### **1.15**

In most cases, you are entitled to access your personal information. We will endeavour to respond to any for denying access if we do so. If the request is complex or time consuming, we may charge a fee for giving you access. Under the NPPs, access can be denied in certain circumstances; we will give you our reasons.

## **Making a complaint**

### **1.16**

If you have a complaint about our treatment of your personal information, you should contact us by any of the methods set out below. Depending on the complexity of your complaint, we will consider and respond to it within 7-30 days. We will use our best endeavours to resolve any complaint to your satisfaction. However, if you are not satisfied with our response, you are entitled to contact the Office of the Australian Information Commissioner who may investigate your complaint further.

## **2. Privacy Complaints Procedures**

### **2.1**

If a complaint is made by telephone, the complainant is to be advised that Tempus Wealth has in place a formal complaints resolution process and be asked to state the complaint in writing addressed to the Privacy Officer, including all appropriate details and a statement of the action the complainant believes should be taken to resolve the matter.

### **2.2**

If the complaint is made in writing but does not contain the required information (as referred to above), Tempus Wealth is to advise the complainant that the company has a formal complaints resolution process and request the complainant to provide that further information in writing.

### **2.3**

The Privacy Officer will acknowledge receipt of the complaint within seven days and provide an expected date of response.

### **2.4**

If appropriate, the Privacy Officer will discuss the facts and circumstances of the complaint with Tempus Wealth and will respond to the complaint proposing an appropriate resolution within four weeks of receipt of the complaint (and sooner if practicable). The response will inform the complainant of their entitlement to complain to the Australian Information Commissioner if they are not satisfied with the proposed resolution.

### **2.5**

All privacy complaints are to be recorded in the Complaints Register.