



# Privacy Policy

## Your privacy is important to us

We recognise that your privacy is very important to you and it is for us as well. As financial advisors we are subject to certain legislative and regulatory requirements which necessitates obtaining and holding detailed personal information about you. This statement outlines our policy on how we manage the information we hold for clients.

Our Privacy Policy explains how Southern Cross Wealth Advisors Pty Ltd, trading as Hoddinott Consulting (SCWA) and its authorised representatives (referred to as we, our, us) comply with the Australian Privacy Principles (APP), which have been established under the Privacy Act 1988 (Commonwealth). This Privacy Policy is largely a summary of our obligations under the APP and seeks to ensure that you understand the following:

- why we need to collect your personal information
- the types of personal information we collect and how it is collected
- how we protect your personal information and who it could be disclosed to, and
- specific issues relating to privacy and the use of the internet

## Why do you need to collect personal information?

As financial advisors it is critical to obtain a full understanding of your personal and financial circumstances to enable us to provide you with financial advice appropriate to your individual needs. We also collect this information so that we can assess, use, establish and manage the services that we provide you.

## What type of personal information do you collect and how is it collected?

Because of the nature of our services, associated laws and regulations, we collect and hold a wide range of personal information. The information we hold depends on the services we provide you and may include (but is not limited to) name, address, date of birth, contact details, personal and financial goals, income, assets and liabilities, tax and employment details. We may also ask information about insurances you hold, along with your personal health status and estate planning issues. We will always endeavour to obtain this information directly from you however we may also obtain information from other sources. If this is so we would first request your authorisation. We may also obtain information from your life partner during interviews with them should you not be present. We do this because your information is linked to their circumstances and vice versa.

## How do you protect my personal information and who could it be disclosed to?

Safeguarding your personal information is extremely important to us, whether in the form of paper files, our computer system or over the internet. We endeavour to take all reasonable steps to ensure that your information held by us is protected from misuse and loss, or from unauthorised access, modification and disclosure. As part of this process we maintain fully secured premises, our computer systems have access controls, and documentation is destroyed securely when no longer required. We also regularly counsel our team members on the importance of privacy and to be alert at all times to the possibility of unintended breaches.

The personal information you provide to us will be retained only for as long as necessary to fulfil the purposes for which the information was collected, or as required by law. We do not share personal information with third parties except as necessary to carry out our business or as required by law or other legal processes, and we never sell your personal information. Nor will we send any personal or sensitive information outside Australia without your consent or unless to comply with the Australian Privacy Principles.

Our website contains general information and no details of client names or related information is retained there. Our principal Client Management System (CMS) – the place where we log and store the majority of client data is with an Industry provider named Advisor Logic. Information about you and transactions and notes about our relationship with you is stored on their secured server under strict logon and password control. We also send with your consent

information to Fund Managers (eg applications, withdrawals) as well as other organisations such as Centrelink, Insurance Companies and the Australian Taxation Office (as applicable).

## Should I be wary about privacy and the internet including spam email?

You will no doubt be aware of the problems with unsolicited email sometimes known as *junk mail or spam*. We ask that you be very wary of any emails that come from organisations you don't know of or emails that just look odd. These are often spam email trying to capture your information for marketing or even fraudulent purposes. If in doubt delete the email and NEVER open any attachments that you are not sure are safe – especially be wary of and avoid 'zip' files.

There is a whole industry out there dedicated to sending spam email and trying to trick you into passing on your private information. Sometimes they use ghost email addresses that look legitimate but if you check behind the email address it is not from who you may think it is from. The basic rule is that if it looks odd or unusual and is requesting you to do something that would seem unusual then it is most likely spam. In these circumstances always delete it. If you receive emails from our firm that by their design, information being requested, sentence construction and even grammar seem unlikely to be from us, then delete it or at least call us before opening it or actioning any request therein.

## Can I access the information you hold about me?

You may request access to your personal information by contacting our office. We will endeavour to respond to your request as quickly as possible (there are exceptions allowed for in the Australian Privacy Principles). If we deny a request for access we will provide you with the reasons for this decision. Depending on your requirements a fee may be charged to service requests however this will be kept to a minimum.

## How do I know if my information is accurate?

We endeavour to take reasonable steps to ensure that the personal information that we collect, use or disclose is accurate, complete and up-to-date. This information is often updated when adjustments to investments are made or reviews are undertaken. If you become aware that any of your information that we have requires correction or updating we ask that you notify us without delay.

## What do I do if I have a complaint?

If you have any privacy complaints, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 5 days put your complaint in writing and send it to:

The Complaints Manager  
Southern Cross Wealth Advisors Pty Ltd  
PO Box 117  
Ourimbah NSW 2258

We will try and resolve your complaint quickly and fairly.

3. If the complaint can't be resolved to your satisfaction within a further 45 days you have the right to refer the matter to the Financial Complaints Authority (AFCA) of which Southern Cross Wealth Advisors Pty Ltd is a member (# 37569). They can be contacted on 1800 931 678. In the alternative you can write to them at:

Financial Complaints Authority  
GPO Box 3, Melbourne, VIC 3001