

## PRIVACY STATEMENT

*The Fund's Trustee is committed to treating members' personal information with care.*

Professional Associations Superannuation Limited (ABN 14 056 917 303 RSE Licence L0000352 AFS Licence 222590) (**the Trustee**), as Trustee of the Professional Associations Superannuation Fund\* (RSE R1000429) (**the Fund**) has an obligation to comply with all relevant State and Federal legislation with regard to the management and administration of the Fund.

This includes the Privacy Act 1988 (**the Act**) and the incorporated National Privacy Principles (**NPPs**) which regulate the appropriate collection, holding, use, correction, disclosure and transfer of personal information by private sector organisations.

The Act applies to the Trustee because it holds personal information about each member of the Fund. The Trustee is bound and will ensure that it complies with the ten NPPs.

### **Information we collect about members**

The information held by the Trustee includes a member's personal particulars, Tax File Number, contact details, nominated beneficiaries, nominated rollover institutions, membership and contribution history, salary details, level of death and disablement insurance cover and surcharge debts. This information may be collected directly from the member or indirectly from the member's employer. Medical information will also be held if a member has sought non-automatic insurance cover through the Fund and/or has lodged a claim under their Total and Permanent Disablement or Income Protection insurance cover.

### **Why we collect your information**

Personal information about members is held and used for the primary purposes of establishing their membership, administration of their superannuation entitlements (including the collection of contributions), securing optional insurance cover, calculation and payment or transfer of a benefit, responding to member queries and product development.

### **What if we do not collect your information**

If a member's Tax File Number (TFN) has not been provided to the Trustee, any contributions may be taxed at the top marginal tax rate plus Medicare levy. If a person does not provide personal information sought by the Trustee, it may be unable or delayed in enrolling that person as a member, paying a superannuation benefit, processing an insurance claim, contacting or providing them with other services.

### **Our service providers**

The Trustee utilises the services of Primary Superannuation Services Pty. Limited (ABN 93 081 690 735) (**Primary**), a specialist administration company that administers the Fund.

eo Financial Services Pty Ltd (**eoFS**) (ABN 57 103 181 844) provides the following services to the Trustee: product development, secretarial, secretariat, management of regulatory compliance, general management, premises and monitoring of other third party service arrangements. eo Pty Ltd (**eoPL**) (ABN 53 000 013 276, AFS Licence 232501) provides general financial product advice on behalf of the Trustee. EoFS and eoPL are related companies and are permitted under the Act to share personal information they collect.

When Primary, eoFS or eoPL collects a member's personal information, they do so on behalf of the Trustee.

\*RecruitmentSuper is a division of the Professional Associations Superannuation Fund.

### **Who else we disclose your information to**

A member's information may also be disclosed by the Trustee, through the Primary, eoFS and eoPL, to third parties such as the Fund's insurer, actuary, medical consultants, professional advisers, mail houses and other external service providers who are contracted for the purpose of administering the Fund. The Trustee must also provide information to government agencies such as the Australian Prudential

Regulation Authority, Australian Taxation Office, the Australian Securities & Investments Commission and Superannuation Complaints Tribunal where expressly required by law.

### **How we collect and handle sensitive information**

Sensitive information such as medical and health information is not collected, used or disclosed without members' express consent. The forms collecting that information will provide details about how sensitive information may be used or disclosed.

### **Security**

We dispose of personal information with care, either shredding it or sending it for recycling where it continues to be treated as confidential. We also require Primary, eoFS and eoPL to have and implement strong data security principles.

### **Access to your information**

For further information concerning privacy or if members wish to make a request for access to personal information, or to correct personal information, members can contact the Fund using the above contact details.

The Fund retains the right to charge members a reasonable fee for the provision of personal information about them to cover its costs. A member's request for access will be answered within a month of receipt. If a member requests access to sensitive rather than personal information, there may be a delay in providing this information depending on the circumstances.

### **Complaints**

If members wish to make a complaint about the Trustee, eoFS or eoPL, they can contact the Fund's Enquiries and Complaints Officer. The contact details are:

Phone: 1300 304 000  
Facsimile: 1300 304 444  
Email: [complaints@recruitmentsuper.com.au](mailto:complaints@recruitmentsuper.com.au)  
Post: RecruitmentSuper  
GPO Box 4839  
Melbourne VIC 3001

If, after raising a concern about privacy with the Fund, a member feels that the matter has not been dealt with adequately, then they may contact the Privacy Commissioner. The Privacy Commissioner's contact details are:

Phone: 1300 363 992  
Facsimile: 02 9284 9666  
Post: GPO Box 5218  
Sydney NSW 2001  
Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)