



## PRIVACY POLICY

At MacarthurCook the privacy of our clients is important to us. This policy describes the way that MacarthurCook collects, holds and discloses information about individuals with whom we deal. MacarthurCook is subject to the Privacy Act (1988) (Cth) (**'the Privacy Act'**), including the National Privacy Principles (**'NPPs'**). We may vary this policy from time to time.

### What sort of information we collect and how

- We only collect personal information that is necessary for us to maintain our business relationship with you. This may include your name, address, contact details, tax file number and date of birth. If you do not provide this personal information we may not be able to provide you with the product or service you have requested.
- How we collect your personal information will depend upon how you interact with us. We may collect it through application forms and telephone contact with you, but will not source any information from third parties.
- The provisions of the Privacy Act restrict the collection of sensitive personal information. MacarthurCook will not generally collect sensitive information unless required by law.
- We collect statistical information on website activity, such as the number of users who visit, the date and time of visits, the number of pages viewed and how users navigate through the site. No attempts are made to identify anyone browsing our web site.

### How we use your information

- When we collect personal information from you, we will inform you of the purposes for which it is collected. Primarily, this will be to provide you with the product or service you have requested and the administration of that product.
- We may also use your personal information to:
  - inform you about other products offered by MacarthurCook, however, you can notify us at any time if you do not wish to receive this information;
  - carry out our business that includes performing our administration and operations including: accounting, record keeping, archiving, system development and testing;
  - develop new products;
  - assist you in your queries; and
  - fulfill our legal requirements.

## **Disclosure of your personal information**

- MacarthurCook will not disclose your personal information unless:
  - we are obliged to do so by law;
  - we have your express consent; or
  - we must disclose your personal information to organisations that perform specific essential services for us, for example mailing. We limit this disclosure to the information they need to perform the service.

## **Quality of your information**

- We maintain your personal information by taking reasonable steps to make sure that the personal information collected, used and disclosed is accurate and up to date.
- We ask that you notify us immediately when you change your contact details such as your telephone number and address or if you feel the information we have about you is inaccurate.

## **Security of your personal information**

- We will use all reasonable steps and up to date techniques and processes, which meet current industry standards to protect your personal information from misuse, loss and unauthorized access, modification and disclosure.
- We will take reasonable steps to destroy personal information in a secure manner if it is no longer required by us and there are no legal obligations to retain the information.

## **Government identifiers**

- We do not use Tax File Numbers or any other government identifier for the purposes of identifying you with our products or services unless we are required by law to do so. For example, we may be required by law to disclose your Tax File Number to the Australian Tax Office.

## **You may access your information**

- You can access most of the personal information we hold about you and request corrections.
- This right is subject to some exceptions. For example, you may not be able to obtain access to personal information which:
  - would reveal personal information about another person; or
  - we are prevented by law from disclosing
- You can request access to your personal information by submitting a letter or by contacting us by telephone.

## What to do if you think we have made a mistake

- If you believe that we have breached the policies outlined in this document, we urge you to raise this with the MacarthurCook Compliance Manager.
- We will investigate all complaints and respond to you within 14 days. If we find a complaint justified, we will promptly resolve it. If necessary, we will change policies and procedures to maintain our high standards of performance, services and investor care.

## Contact Us

- If you wish to find out more information, or raise any specific concerns about MacarthurCook or our products, the contact details are as follows:

Compliance Manager  
MacarthurCook  
Level 4  
30 Collins Street  
Melbourne VIC 3000

Telephone: (03) 1300 362 117 or (03) 9660 4555

Email: [mail@macarthurcook.com.au](mailto:mail@macarthurcook.com.au)

Website: [www.macarthurcook.com.au](http://www.macarthurcook.com.au)

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- ❖ *References to MacarthurCook in this statement refer to MacarthurCook Limited (ABN 64 009 110 463), MacarthurCook Investment Managers Limited (ABN 45 009 054 074) and MacarthurCook Fund Management Limited (ABN 79 004 956 558) depending on which company is maintaining your account or providing you with products or services.*