

Privacy policy

Updated: 28 April 2017

This Privacy Policy applies to information collected by 255 Finance Pty Ltd ABN 23 168 112 507 and its related bodies corporate ('255 Finance' or 'we'). It outlines how we manage your personal information and safeguard your privacy.

At 255 Finance, we understand your concerns about privacy and the security of your personal information. Your privacy is important to us and we are bound by the Privacy Act 1998 (Cth) and the Australian Privacy Principles ('APPs'). We are committed to protecting the personal information that we hold about you.

What personal information is collected?

255 Finance collects personal information that is reasonably necessary for us to provide you with financial products and services and to administer them. The kind of personal information we collect and hold will depend upon the type of products and services that you request from us and may include:

- information you give us when you request a product or service from us. This information may include your name, date of birth, address, contact details and relevant identification documents;
- communications between us and your financial, legal or other adviser, or your broker or agent;
- communications between us and associations that you are a member of and with which we have an affiliation;
- transactional information about the use of a product if you have or had a product with us;
- financial information about you such as your financial position and information obtained from credit checks if you have authorised us to carry out those checks;
- in some cases sensitive information (e.g. relating to your personal health, racial or ethnic origin);
- your name, contact details and date of birth from a policy holder who has nominated you as a beneficiary or a reversionary under a policy or as the policy holder's attorney; and
- employment history and contact details, if seeking employment or contracting opportunities with us.

255 Finance collects sensitive information where required by law (eg to verify your identity) or where the collection has been consented to. Sensitive information may also be collected and disclosed to employee screening agencies for background checking purposes if you are seeking formal employment with 255 Finance.

How personal information is collected?

255 Finance usually collects your personal information in a number of ways including:

- directly from you (including via your financial, legal, or other adviser, or your broker or agent), such as when you provide the information by phone, email or in an application form, or when you participate in a survey, promotion or competition;
- from other 255 Finance group companies where permitted by law;



- from policy holders who, for example, nominate you as a reversionary or beneficiary under a policy or under a power of attorney and provide us with your name, contact details and date of birth; and
- from third parties such as your financial adviser, lawyer or other agents or credit reporting agencies, credit providers, or identity verification service providers, if you authorise us to do so.

What if you do not provide certain information?

If you provide us with an incomplete application, we may not be able to provide you with the product or service until the application is complete.

If you do not provide us with all relevant identity verification documents, or adequately satisfy electronic identity verification requirements, we may not be able to provide you, or continue to provide you with the product or service.

If you choose not to disclose your Tax File Number ('TFN'), TFN exemption or Australian Business Number ('ABN'), we may have to deduct tax at the highest marginal rate (plus the Medicare levy) from distributions or income payments made to you.

If you choose not to disclose your account details or correctly answer verification questions, we may not be able to process transactions requested.

Use and disclosure of your personal information

255 Finance may collect, use and disclose your personal information for the primary purpose of providing the products and/or services requested, as well as for related purposes such as:

- to verify your identity or transactions which you may enter into with us;
- to process your applications for our products and services;
- to administer and manage the provision of our products and services;
- to respond to queries, complaints or to provide you with our general customer services;
- to provide your nominated financial adviser or other agent with details of your investment;
- to confirm your membership of an association with which we have an affiliation;
- to assess credit which you seek from 255 Finance loan programmes and to administer any credit a 255 Finance loan programme provides, including providing your nominated mortgage broker with details of your loan;
- to provide you with offers of other 255 Finance products or services and to improve and personalise our products and services;
- to provide you with offers from organisations with whom we have an alliance;
- to comply with laws and regulatory requirements, including anti-money laundering, financial services and taxation laws, or complying with any request made by a governmental authority in connection with legal proceedings or the prevention or detection of fraud and crime;
- to comply with 255 Finance's risk management policies and procedures;
- to conduct product and market research;
- to train our staff;
- if applying for employment with 255 Finance, to complete appropriate background checks; or
- if attending our offices in person, to assist 255 Finance in providing a safe and secure environment for employees and visitors.



We may disclose your personal information to:

- your financial, legal or other adviser, or your broker or agent;
- professional service firms that provide services to us, such as, legal and audit services or data or information services;
- reinsurers;
- our related companies; or
- organisations with which we have an association and you are a member, and otherwise in accordance with this Privacy Policy and the APPs.

Use of service providers

We may contract out some of our administrative and support functions such as mailing, settlement services, loan administration services, document and data storage or identity verification services to external service providers from time to time. Only information necessary for the service provider to carry out their function will be provided and will be subject to confidentiality clauses in the relevant services agreement.

Keeping us up-to-date

Personal information such as your contact details (or where applicable, those of your nominated beneficiary or reversionary) may change from time-to-time and we ask that you keep us informed of any changes by notifying us. Changes to some details, such as a change of name, may require additional documentation to verify the change. Additionally, some changes may be required to be made on a specific form (such as a change of bank account from which direct debits are deducted). 255 Finance is unable to change any account details or provide any policy specific information through email. To change your contact information please download and complete the Change of details form (or go to 'Our Products' then select 'Forms').

Please see the 'Contacting us' information below if you would like to request an update to the personal information we hold about you or your nominated beneficiary or reversionary.

Storage and security of information

255 Finance stores personal information in a combination of computer storage facilities, paper-based files and other records. These are held on our premises and systems as well as offsite using trusted third parties. Some personal information may be held by data service providers located overseas (such as 'Cloud' service providers for data storage and management purposes), 255 Finance maintains effective control of the information under contractual arrangements. We will take reasonable steps to protect personal information from loss, interference or misuse, and unauthorised access, modification or disclosure.

Where personal information is no longer required to be retained, we will take such steps as are reasonable in the circumstances to de-identify the information or put it beyond use.

Openness

This Privacy Policy sets out 255 Finance's policies on the management of personal information and is made freely available on our website, or in hardcopy if requested.



Access and correction

Generally, 255 Finance will provide you with access to your personal information that we hold, unless a particular exception applies, such as where:

- it would be unlawful to provide the information;
- providing access would be likely to prejudice an investigation of possible unlawful activity;
- the information is relevant to legal proceedings and would not be accessible in the normal discovery process;
- giving access would have an unreasonable impact on the privacy of other individuals;
- it would pose a serious and imminent threat to the life or health of any individual; or
- the request is frivolous or vexatious.

If a request for access would divulge a commercially sensitive decision-making process, then 255 Finance may provide an explanation rather than direct access to the information.

If we become aware that the personal information we hold about you is inaccurate, incomplete, misleading or irrelevant, then we will take reasonable steps to amend it. If we receive a request from you to correct your information, then we will seek to correct it within 30 days. If you and 255 Finance disagree about the accuracy, completeness or currency of our records, then you have the right to request that we note your disagreement on those records.

Please see the 'Contacting us' information below if you would like to request an update or seek access to the personal information we hold about you.

Identifiers

255 Finance does not use any government-issued identifiers (such as TFNs, Medicare numbers and Drivers Licence numbers) for use as its own identifier. Instead, 255 Finance issued numbers such as investor numbers and account numbers are used to identify individuals and the 255 Finance products and services they obtain.

Anonymity and pseudonymity

Given legal requirements on financial institutions to identify their customers, in most situations 255 Finance is unable to allow you to transact with it on the basis of anonymity (including the use of pseudonym). Access to the 255 Finance public website and some other interactions with 255 Finance may be done anonymously, or in the case of general enquiries, using a pseudonym. However, we may not be able to respond to your queries unless you provide us with certain information.

Overseas disclosures

255 Finance does not disclose personal information to recipients in foreign countries.

Direct marketing

255 Finance will not use your personal information for direct marketing purposes unless:

- we have obtained your consent or you would reasonably expect us to use your personal information for direct marketing purposes; and
- we have provided you with a simple means to "opt-out" from receiving direct marketing; and
- we have not received such a request from you.

255 Finance will not use any sensitive information collected from you for direct marketing purposes.



Changes to our Privacy Policy

255 Finance may make changes to this Privacy Policy from time to time for any reason and we will update the website in a timely manner.

Contacting us

If you would like more information about how we manage your personal information, our Client Services team is available Monday to Friday, from 9am to 5pm EST, and can be contacted on 1800 613 108 or write to us at the following address:

The Privacy Officer
Level 15, 255 Pitt Street
Sydney NSW 2000

Or send an email to: privacy@255Finance.com.au.

Complaints about your privacy

If you wish to raise any concerns about any breach or potential breach of your privacy, please contact our Privacy Officer and we will make every effort to resolve your complaint internally. If you wish to raise a concern, you should be aware of the following;

- your complaint should be made in writing to the Privacy Officer (via post or email)
- we will attempt to respond within 30 days from receipt of your request
- if you feel your concerns have not been resolved, you may take them to an external dispute resolution service (such as the Financial Ombudsman Service or Credit Ombudsman Service Limited)
- the complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

For more information on how you may lodge a complaint with the OAIC, please contact the OAIC hotline service on 1300 363 992 or email enquiries@oaic.gov.au.

Use of our website

We will collect some information from you when you visit the 255 Finance website. Your use of the facilities and services available through the website will determine the amount and type of information that we will collect about you. Some of this information will not be personal information because it will not reveal your identity.

The only personal information which we collect about you when you use the website is what you tell us about yourself; for example, by completing an online form such as an application form or by asking for a disclosure document for our products or by sending us an email. We will record your email address if you send us an email.

