



## Privacy Statement

### **Our commitment to privacy**

Fortrend recognises that it is important for you to know how we deal with your personal information and for that reason this statement provides details in relation to our current Privacy Policy. This Privacy Statement has been produced to comply with the relevant provisions of the Privacy Amendment (Private Sector) Act 2000 (“Act”) about how and when personal information is collected, stored and distributed.

### **Collection of personal information**

To provide the highest quality service and advice, Fortrend is required to obtain certain personal information about you. Fortrend is subject to certain legislative and regulatory requirements which necessitate us obtaining and holding detailed information which personally identifies you and/or contains information or an opinion about you (“personal information”). Personal information is defined under the Act as information or an opinion that can identify a person. In addition, our ability to provide you with comprehensive financial advice is dependent on us obtaining certain personal information about you. Therefore Fortrend, its representatives and staff may request personal information from you which will generally comprise, but not be limited to, the following:

- Personal details eg. name, address, contact details (phone, fax, email), date of birth;
- Employment details and employment history;
- Details of your financial needs and objectives;
- Financial details including your assets and liabilities (both actual and potential), income and expenditure;
- Details of your current investments, insurance cover and superannuation including amounts, investor numbers and bank account details;
- Details of your financial goals and objectives;
- Details of your investment preferences and aversion or tolerance to risk;
- Health information including current health, smoker status and historical medical records;
- Taxation information including your tax file number; and
- Estate planning details including status of wills, beneficiaries and powers of attorney.

### **Use and disclosure of personal information**

Any personal information about you collected by Fortrend will be used for the following purposes:

- To provide recommendations suitable to your personal situation and prepare the Statement of Advice;
- To give effect to the recommendations made to you;
- To provide you with agreed services to assist in meeting your goals and objectives;
- Reviewing the recommendations made in relation to various financial products;
- Providing you with information about issues that may affect your personal and financial situation including details of alternative financial products.

The organisations we may be required to disclose information include, but are not limited to:

- Related entities and internal divisions of Fortrend;
- Any financial institution (including fund managers, share brokers) with whom you will be investing, are invested in or have previously invested in;
- Government departments eg. Australian Taxation Office;
- Your professional advisers such as solicitor, accountant and medical practitioner;
- Your executor or power of attorney if required;
- IT contractors working on our systems;
- Any other external party as authorised by you at the time.

We will not use or disclose information collected about you otherwise than for a purpose made known to you unless the disclosure is:

- Required by law (eg. the Australian Tax Office and the Australian Securities and Investments Commission have the power to order us to disclose information about your situation);
- Authorised by law (eg. to protect our interests or where we have a duty to the public to disclose); or
- You have consented to our disclosing the information about you.

Fortrend does not sell, rent or trade your personal information.

### **Storage and security**

Fortrend recognises how important the privacy of your personal information is to you and has undertaken to store such information in a secure environment. Your personal information may be stored both in hard copy and electronically. Fortrend restricts access to your information by maintaining login and password control on the computer systems and has in place secure, lockable filing cabinets to store hard copies of personal information.

### **Collection of information on our website**

The Fortrend website may contain links to other websites whose operator may or may not adhere to a privacy policy or be governed by the National Privacy Principles. Fortrend does not currently collect any information electronically via our website.

### **Quality of the personal information**

Fortrend is committed to ensuring that the personal information that we hold about you is accurate, complete and up to date. To assist us with this, please contact us if any of the details you have provided, have changed or you become aware of any information which needs to be updated.

### **Access to your information**

You may request details of the information we hold about you, at any time by contacting the Privacy Officer:

Privacy Officer

Fortrend Securities Pty Ltd

[info@fortrend.com.au](mailto:info@fortrend.com.au)

Phone: 03 9650 8400 Fax: 03 9650 8740

[www.fortrend.com.au](http://www.fortrend.com.au)

In this Privacy statement, the term: "Fortrend" is used to refer to Fortrend Securities Pty Ltd ABN 95 055 702 693, holder of Australian Financial Services License No 247261.

"We", "our" and "us" is used to refer to Fortrend and its representatives.

"You" and "your" is used to refer to retail clients, as the term is defined in the Corporations Act 2001 (Cth).