

Our commitment to your privacy

Vested Equities Pty Ltd ABN 54 601 621 390 and its affiliates (collectively known as "Vested Equities" or "Vested" and also referred to in this Policy as "us," "we" and "our") seeks to provide the best possible service to its customers by providing the best possible range of financial products and services. We understand how important it is to protect your personal information. This document sets out our Privacy Policy commitment in respect of personal information that you may provide to us. We recognise that any personal information we collect about you will only be used for the purposes indicated in our policy, where we have your consent to do so, or as otherwise required or authorised by law. It is important to us that you are confident that any personal information we collect from you or that is received by us will be treated with appropriate respect ensuring protection of your personal information. Our commitment in respect of personal information is to abide by the Privacy Act 1988 (Cth) (Privacy Act), the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles (APPs).

What is personal information

When we refer to personal information we mean information or an opinion about you, from which you are, or may reasonably be, identified. This information may include (but is not limited to) your name, date of birth, driver's licence number, marital status, phone number, email address, address, nationality, employment history, income, assets and liabilities. It is not common practice for us to collect other sensitive information about you (such as information about your religion, trade union membership, political opinion, sexual preference or criminal record). We will only collect sensitive information about you with your consent.

Why we collect your information

We collect and receive personal information about you that we believe is necessary to deliver our services or products, including Securities, Exchange Traded Options, CFDs and other products and for accepting investments. From time to time we may offer other products and services.

How we collect your information

Personal information may be collected by us in a number of circumstances, including when an individual: makes an enquiry with us via email or telephone; lodges an enquiry or requests a quote through our website; applies to invest in a product offered by us; attends an event hosted by us; or applies to work with us. Where reasonable and practical we will collect your personal information only directly from you. However, we will also collect information about you from third parties such as from our contractors who supply services to us, through our referrers (such as financial advisers), from a publicly maintained record or from other individuals or companies as authorised by you. From time to time we may also purchase lists containing personal information about individuals from organisations offering such lists for marketing purposes. If you do not provide the information requested by us, we may not be able to provide you with our services. If you provide personal information to us about someone else, you must ensure that you are authorised to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in this Privacy Policy. For example, you should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy. The individual must also provide the consents set out in this Privacy Policy in respect of how we will deal with their personal information.

How we use your personal information

We use your personal information for the purpose for which it has been provided, for reasonably related secondary purposes, any other purpose you have consented to and any other purpose permitted under the Privacy Act. This may include using your personal information for the following purposes:

- provide you with the products or services you requested
- assess, process and manage your application to be a customer, including to verify your identity and details and assess our risk
- assess, process and manage your application to work with us
- send research information to you
- respond to any specific requests you may contact us about
- help us to assess products that may suit your financial needs
- notify you of any products that may be of interest to you
- keep you informed on matters that may affect or be related to your investments
- update your personal files
- enable us to meet our obligations under certain laws
- to assist you in determining your investment objectives and providing you with investment advice and information on new opportunities to assist you in achieving these objectives
- to provide you with regular reviews and keep you informed on the performance of your investments
- any purpose for which the information was requested and any directly related purpose
- developing, improving and marketing our products and services
- for complaints handling or data analytics purposes.

Our website

Our compliance with the Australian Privacy Principles also extends to when you transact business via our website. Our website terms and conditions and any privacy notices are clearly posted on all pages of the website. When you use a link from our website to the websites of third parties, those websites are not subject to our Privacy Policy. Those third parties are responsible for informing you of their own privacy policies.

To whom will we disclose your personal information

To enable us to maintain a successful business relationship with you, we may disclose your personal information to: organisations that provide products or services used or marketed by us, including intermediaries (such as financial advisers), custodians and trustee companies, financial institutions, and execution and clearing providers; your employer/s or referees, your professional advisers, your bank and any other organisation that may have or is considering having an interest in your investment, or in our business; companies and contractors who we retain to provide services for us, such as IT contractors, call centres, stationery printing houses, mail houses, storage facilities, risk and compliance providers, lawyers, accountants and auditors, who will need to have access to your personal information to provide those services; people considering acquiring an interest in our business or assets; and other individuals or companies authorised by you. By providing us with your personal information, you consent to us disclosing your information to such entities without obtaining your consent on a case by case basis. These entities are prohibited from using your personal information except for the specific purpose for which we supply it to them. Sometimes we are required or authorised by law to disclose your personal information. Circumstances in which we may disclose your personal information would be to a Court, Tribunal or law enforcement agency in response to a request or in response to a

subpoena or to the Australian Taxation Office. We may from time to time transfer personal information outside Australia in accordance with the Privacy Act to countries whose privacy laws do not provide the same level of protection as Australia's privacy laws. For example, we may transfer your personal information to the Asia-Pacific, European Union or the United States of America. We may also use cloud storage and IT servers that are located offshore. By providing us with your personal information, you consent to us disclosing your information to entities located outside Australia and, when permitted by law to do so, on the basis that we are not required to take such steps as are reasonable in the circumstances to ensure that any overseas recipient complies with Australian privacy laws in relation to your information.

Direct marketing

From time to time we may use your personal information to provide you with current information about our products, special offers you may find of interest, changes to our organisation, or new products or services being offered by us or any company we are associated with. By providing us with your personal information, you consent to us using your information to contact you on an ongoing basis for this purpose, including by mail, email, SMS, social media and telephone. If you do not wish to receive marketing information, you may at any time decline to receive such information by contacting our Privacy Officer using the contact details specified below. We will not charge you for giving effect to your request and will take all reasonable steps to meet your request at the earliest possible opportunity.

Updating your personal information

It is important to our relationship that the personal information we hold about you is accurate and up to date. During the course of our relationship with you we will ask you to inform us if any of your personal information has changed. If you consider that any information we hold about you is incorrect, you should contact us to have it updated. We will generally rely on you to assist us in informing us if the information we hold about you is inaccurate or incomplete.

Access to your personal information

We will provide you with access to the personal information we hold about you, subject to limited exceptions in the Privacy Act as outlined below. You may request access to any of the personal information we hold about you, at any time. To access personal information that we hold about you, use the contact details specified below. We may charge a fee for our reasonable costs in retrieving and supplying the information to you.

Denied access to your personal information

There may be situations where we are not required to provide you with access to your personal information. For example, such a situation would be information relating to an existing or anticipated legal proceeding with you, or if your request is vexatious. An explanation will be provided to you if we deny you access to your personal information we hold.

Business without identifying you

In most circumstances it will be necessary for us to identify you in order to successfully do business with you, however, where it is lawful and practicable to do so, we will offer you the opportunity of doing business with us without providing us with personal information. Such a situation would be where you make general inquiries about interest rates or current promotional offers.

The safety and security of your personal information

We will take reasonable steps to protect your personal information we hold from misuses and loss, and from unauthorised access, modification or disclosure, including your credit-related personal information, by storing it in a secure environment, and when the information is no longer needed for any purpose for which the information may be used or disclosed, it will be destroyed or permanently de-identified. However, no data transmission over the internet can be guaranteed as fully secure and we cannot guarantee or warrant the security of any information you send to us over the internet. You submit information over the internet at your own risk. In the event that a data breach occurs and your personal information is accessed or disclosed without your authorisation or is lost, we will notify you.

Further information and complaints

You may request further information about the way we manage your personal information or lodge a complaint by contacting our Privacy Officer on the contact details below. We will deal with any complaint by investigating the complaint, and providing a response to the complainant within 7 business days, provided that we have all necessary information and have completed any investigation required. In cases where further information, assessment or investigation is

required, we will seek to agree alternative time frames with you. If we do not resolve your complaint to your satisfaction, you may apply to the Australian Information Commissioner to have your complaint investigated. For more information about how you may lodge a complaint with the Australian Information Commissioner, please contact the Commissioner's hotline service on 1300 363 992.

Contact details

You can contact us by calling us on 1300 980 849 or by writing to: The Privacy Officer Vested Equities PO Box 1863 Surfers Paradise, QLD 4217

Changes in our Privacy Policy

Please note that this Privacy Policy may change from time to time. You may at any time request a current copy from our Privacy Officer or access it from our website. We encourage you to review our Privacy Policy periodically for any changes.