

## How we protect your personal information

We recognise the importance of protecting your privacy. Your personal information will be handled in accordance with our privacy policy, which outlines how the information we collect from you is used, stored and disclosed.

We will collect your personal information from the client information questionnaire you complete with your financial planner. As a financial service provider, we are obligated to verify your identity and the source of any funds. Accordingly, we will ask you to present identification documents, such as, your passport and driver's licence, which will be held on file.

The main reason we collect, use and/or disclose your personal information, is to provide you with the products and services that you request. This may also include the following related purposes:

- To help your financial planner provide you with financial advice and ongoing services in relation to your account with us.
- To facilitate internal administration, accounting, research, risk management, compliance and evaluation of IOOF group products and services.
- To provide you with information about other products and services that we or other members of the IOOF group offer that may interest you.

We may also disclose your information to external parties some of whom act on your or our behalf. These parties may include:

- your financial planner
- banks or other financial institutions
- product providers
- mail houses
- other companies within the IOOF group.

We are also permitted to collect and disclose your personal information when required or authorised to do so by law.

By signing the client information questionnaire, you agree to us collecting, storing, using and disclosing your personal information. If you do not provide all the information requested in your application form, we will not be able to provide you with financial advice.

If you have concerns about the accuracy and completeness of the information we hold, you may request access to your personal information by contacting the Privacy Officer:

**By mail:** Privacy Officer  
Lonsdale Financial Group Limited  
GPO Box 264  
Melbourne VIC 3000

**By email:** Privacy.Officer@ioof.com.au

**By telephone:** 1300 566 732

Depending upon the nature of the request, we may have the right to impose a reasonable charge.

To obtain a copy of the IOOF group privacy policy please contact our client services team on 1800 062 963 or through our website at [www.ioof.com.au/privacy](http://www.ioof.com.au/privacy).

## Client acknowledgement and declarations

### Client declaration

By completing and signing the declaration on the following page, I declare the following

I/We declare that the information provided in this fact find is complete and accurate to the best of my/our knowledge (except where I/we have indicated that I/we have chosen not to provide the information). I/We understand and acknowledge that by either, not fully or accurately completing the fact find, that any recommendation or advice given by my/our Lonsdale Authorised Representative may be inappropriate to my/our needs and that I/we risk making a financial commitment to a financial product or strategy that may be inappropriate for the needs identified. I/We also understand that if I/we do not provide all the requested information, my/our Lonsdale Authorised Representative may not be able to provide me/us with financial advice or other requested services or products.

Please provide a Statement of Advice for my/our consideration. I/We understand that the preparation of the Statement of Advice will be subject to the payment model outlined in the Adviser Profile provided by my/our Lonsdale Authorised Representative.

### Privacy

I/We understand that Lonsdale and my/our Lonsdale Authorised Representative is required to collect my/our personal information under the Corporations Act 2001 and the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

I/We acknowledge that I/we have received the Lonsdale Financial Services Guide (FSG) and Adviser Profile inclusive of Lonsdale's Privacy Disclosure Statement and understand that the information provided to my/our Lonsdale Authorised Representative will primarily be used for the purpose of providing me/us with financial advice and for other ancillary purposes as detailed in the FSG and Privacy Policy, for example: to provide you with account statements.

I/We understand that Lonsdale and my/our Lonsdale Authorised Representative may disclose my/our personal information (such as, name, contact details and account information) to its related bodies corporate, a person with whom I/we receive joint financial services, my/our financial and professional advisers, businesses that may have referred me/us to Lonsdale, credit unions, building societies, banks and other financial institutions in connection with providing services to me/us. I/We understand that Lonsdale and my/our Lonsdale Authorised Representative may disclose my/our sensitive information, such as, my/our health information to life companies to establish and maintain requested insurance. Lonsdale and my/our Lonsdale Authorised Representative are not likely to disclose my/our personal information to overseas recipients.

I/We understand that my/our personal information will be used in accordance with the Lonsdale Privacy Policy.

I/We understand that the Lonsdale Privacy Policy (available to me/us by contacting Lonsdale on 1800 062 134 or via [www.Lonsdale.com.au/Privacy](http://www.Lonsdale.com.au/Privacy)) contains further information about how I/we may access or correct my/our personal information and how I/we may complain about a breach of the Australian Privacy Principles.

### No call/no contact

I/We wish to be placed on a 'No Call/No Contact Register' which entitles me/us not to be contacted regarding any financial products without my/our express consent, unless otherwise directed.

Tick the box above if you DO NOT want us to contact you without your expressed consent.

### Electronic communication acceptance

Unless stated otherwise on page 3, I/we understand that Lonsdale and my/our Lonsdale Authorised Representative is required by law to provide us with Advice Documents and Product Disclosure Statements for each product and investment option that they recommend.

I/We confirm my/our acceptance that I/we am/are willing and able to receive and access these documents in electronic format including, however not limited to email, web link, USB 'flash drive' or CD-Rom where appropriate, which may be viewed on my/our home or work computer at any time.

I/we understand that paper documents can be provided free of charge on request.

### Tax file number declaration

I/We are authorising our Lonsdale Authorised Representative, to hold my/our Tax File Number(s) in a secure location and use it/them for the following financial product and strategy recommendations related purposes/documents, in accordance with the legislative requirements:

- Matters for superannuation investment purposes as required by the Superannuation Laws, such as inclusion on application forms.
- Matters for non-superannuation investment purposes as required by the Taxation Laws, such as inclusion on application forms.
- That I/we have been informed of the legal basis for collection and are aware that declining to provide a TFN is not an offence and know the consequences of not providing a TFN.
- That the manner of obtaining the TFN was not reasonably intrusive.
- The disclosure of the TFN will only be disclosed to fund managers and life insurance companies as relevant.