

## PRIVACY STATEMENT

### YOUR PRIVACY IS IMPORTANT TO US

1. BBV Wealth Management (later referred to as BBVWM) has created this Privacy Statement and Collection Statement (together referred to as the "Privacy Statement") in order to demonstrate its strong commitment to privacy.
2. BBVWM is bound by the Privacy Act 1988 and the Australian National Privacy Principles (NNP's) BBVWM has adopted the NNP's as minimum standard, enforcing our firms' commitment to privacy.
3. BBVWM reserves the right to modify or update this Privacy Statement at any time. If it is changed, the changes will be posted on BBVWM's webpage [www.bbv.com.au/wealth\\_management](http://www.bbv.com.au/wealth_management) so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by BBVWM.
4. Please note that if at any time BBVWM is required by law to release information about you or your organization, BBVWM will cooperate to the extent of the law.
5. This Privacy Statement does not apply to:
  - (a) Acts or practices of BBVWM that are directly related to employee records of current or former employees;
  - (b) Law or the courts requiring our firm to pass on personal information;
  - (c) Necessary services or services requested by the clients of BBVWM to be provided on their behalf.

### WHAT SORT OF INFORMATION DOES BBVWM COLLECT?

6. BBVWM collects information about you ("the Information") in the following ways:
  - (a) BBVWM collects information when you engage the Organisation so that BBVWM may provide you with financial planning products, advice or any other service provided by the firm to our clients;
  - (b) BBVWM collects information from its alliance partners and associated dealer groups for the purpose of carrying out the supply of products or services requested of BBVWM by the client;
  - (c) When you send BBVWM an e-mail, we collect your email address and have the ability to view other e-mail contacts contained within that e-mail;
  - (d) Other personal information may be collected from government bodies, telephone calls, faxes, sms, emails and letters sent by clients;

- (e) When you give BBVWM financial records or personal documents, whether they be electronic, e-mail file attachment, or the like.

## WHAT HAPPENS IF YOU DO NOT PROVIDE THE INFORMATION?

- 7. If you decline to supply the information, this may inhibit BBVWM in carrying out the service requested by you, the client.

It may result in a longer period of time to carry out the service, or it may prevent BBVWM from completing the task altogether. If you have queries with providing information, please discuss your concerns with your BBVWM consultant or the Practice Manager.

## WHY DOES BBVWM COLLECT THE INFORMATION AND HOW IS YOUR INFORMATION USED BY BBVWM?

- 8. BBVWM collects the Information for the sole purpose of providing you with a specific service. For example, we may use the Information you provide to complete your Statement of Advice.
- 9. BBVWM also uses the Information you provide to send you information (either by e-mail, sms, facsimile or post) that you may request.
- 10. BBVWM may choose to send you information (either by e-mail, sms, facsimile or post), which you have not requested, but BBVWM may deem to be informative for your particular needs or requirements given to the services we provide.
- 11. If at any time you receive material that you did not request or do not want to receive such material any more, see **Correcting and Updating Your Profile**.

## WHO DOES BBVWM DISCLOSE PERSONAL INFORMATION TO?

- 12. BBVWM will not sell, rent, trade or otherwise supply to third parties, any personal information obtained from you unless your specific prior consent is given.
- 13. BBVWM at times is required by law to disclose personal information to ASIC or other related government departments.
- 14. BBVWM may disclose your information to its direct employees or sub-contractors to carry out the service requested by you, the client.
- 15. BBVWM develops aggregate (ie. Not individual) reports which incorporate some of the Information. The reports are for the use of our business. However, these reports do not include any personally identifiable information.

## HOW WILL BBVWM KEEP YOUR PERSONAL INFORMATION SECURE?

16. BBVWM has security measures designed to protect against the loss, misuse and/or alteration of the information under its control.

17. These security measures comprise:

(a) Employee confidentiality agreement -  
The Employee acknowledges that in connection with their employment pursuant to this Agreement, they will learn and may develop or assist in developing, highly sensitive and confidential information relating to the Firm and its clients. Accordingly, the Employee agrees that they will not during this Agreement or at any time after its termination use or disclose any confidential information relating to the Firm or its clients to anyone other than the Firm, except in the following circumstances:

- (a) if otherwise specifically approved in writing by the Firm;
- (b) in the proper course of their duties;
- (c) if required by law.

The Employee acknowledges that a breach of this section is grounds for instant termination of employment and possible legal action.

- (b) Firewalls on server folders
- (c) Password protection access to network containing information
- (d) Secured premises
- (e) Secure data backup facilities, both on and off site

## CORRECTING & UPDATING YOUR PROFILE

18. BBVWM give you the following options for accessing and modifying Information previously provided:

- a) You may request for us to provide you with the Information BBVWM has collected about you, by contacting BBVWM's Practice Manager in writing. We will not charge you for responding to such a request, unless we incur costs in providing the information.
- b) If you have any changes to your personal information, please e-mail [bbvwm@bbv.com.au](mailto:bbvwm@bbv.com.au) or alternately contact the Practice Manager.

## CONTACTING

19. If you have any questions about this Privacy Statement, you should contact:

Rod Simpson – Practice Manager  
BBV Wealth Management  
PO Box 1122  
COFFS HARBOUR

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