

## PRIVACY STATEMENT

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Supervision Group is the business name under which the related entities Supervision Superannuation Australia Pty Ltd (ABN 54 105 828 117) Australian Financial Services Representative No: 001244976 and Supervision SMSF Solutions Pty Ltd (AFSL 435751) operate under. Supervision Superannuation (Australia) Pty Ltd also trades under the business name Supervision Group.

Essential to the success of Supervision Group is our commitment to our clients. We respect without reservation our obligation to protect and uphold the privacy of the personal information of individuals with whom we deal.

The purpose of the Privacy Statement is to explain how Supervision Group collects, maintains, uses and discloses your personal information. It also states how this information is used, updated and made available to those parties eligible to access it.

## WHAT IS YOUR PERSONAL INFORMATION

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You provide Supervision Group with your personal information when you ask for information about our services, when you access and use the Supervision Group website, and/or when you apply or engage the various services provided by Supervision Group.

If you give us personal information about another person, you represent that you are authorised to do so and agree to inform that person who we are, that we will use and disclose that information for the relevant purposes set out below, and that they can access the information we hold about them.

We are required by law to collect information to identify and verify you. Supervision Group may make enquiries as to your identity and other personal details as required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

Your personal information will be treated strictly in accordance with the Australian Privacy Principles ("APP") in the Privacy Amendment (Enhancing Privacy Protection) Act of 2012.

## DEALING WITH SUPERVISION GROUP ONLINE

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When you visit Supervision Group website you will browse anonymously unless you have logged into a client portal or accessed the website from a personalised communication from Supervision Group.

For all visitors to our web site, we use cookies to collect anonymous information such as the server your computer is logged on to, your browser type (for example, Internet Explorer,

Chrome or Firefox), and your IP address. An IP address is a number that is assigned to your computer automatically and required for using the Internet. We may also derive the general geographic area associated with an IP address.

If you are an anonymous visitor, the information we collect is not capable of personally identifying you.

Once you have logged into a Supervision Group portal, accessed our website from an e-mail or other personalised communication sent to you or provided us with personal information by completing a form online, we may be able to identify you. If we have identified you we may be able to link your identity to your previous anonymous browsing history and collect information about your future use of our website, irrespective of how you access our site (eg by clicking a link in an advertisement or from a third party website). In addition, we may combine that information about your use of Supervision Group website with certain other online and offline information we have about you to tailor your online experience and provide you with further information. If you would prefer not to be identified you can delete the cookies and reconfigure the cookie preferences on your internet browser (see below).

We collect statistical information about visitors to our website such as the number of visitors, pages viewed, types of transactions conducted, time online and documents downloaded. This information is used to evaluate and improve the performance of our websites. Other than statistical information, we do not collect any information about you through our website unless you provide the information to us.

You should also be aware that we use cookies on our websites. A cookie is a small amount of data, which often includes a unique identification number or value that is sent to your browser from a website's computer and stored on your computer's hard drive. Each website can send its own cookies to your browser if your browser allows it. However, to protect your privacy, your browser only allows a website to access the cookies it has sent to your computer.

When cookies are used on our websites, they are used to collect the statistical information referred to above in addition to allowing you to access your account online. When you access your account online, a cookie will be created which uniquely identifies your computer and your username and password. This means that you do not have to re-enter those details each time you want to access your account online.

Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to have your computer notify you each time a cookie is sent to it, and thereby give yourself the choice whether to accept it or not. If you reject all cookies, you will be unable to access your account online. You can also delete cookies from your computer after they have been created.

## HOW DOES SUPERVISION GROUP USE YOUR INFORMATION?

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The information requested in any application completed by clients is required to enable us to provide our services. That information, together with the information collected and maintained by Supervision Group during our relationship with you, is used to manage and administer the services provided to you.

Supervision Group may store or process personal information using service providers or systems that operate outside Australia, including cloud-based services. Where personal information is stored or processed overseas, we take reasonable steps to ensure it is protected by privacy and security safeguards equivalent to those required under Australian privacy laws. These steps may include contractual, technical, and organisational measures to protect personal information from misuse, loss, or unauthorised access.

## WHO SUPERVISION GROUP MAY DISCLOSE YOUR PERSONAL INFORMATION

### TO

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We may disclose your information to our representatives, employees, agents and affiliates for providing services by Supervision Group. Our representatives, employees, agents, affiliates and third party providers who have access to personal data obtained by Supervision Group are obliged to respect your privacy.

Your personal information may also be provided to third party or mandatory providers in accordance with Terms & Conditions for the engagement of our services. You may view each of our third party providers' privacy statements under the "Disclosures" page on our website.

We will seek your consent for us to provide your information to other parties that are not for the purposes of providing services by Supervision Group.

We may also disclose your information to governmental agencies or entities, regulatory authorities, or other persons in line with applicable rules, official requests, orders, subpoenas or similar processes as either required or permitted by applicable law.

Supervision Group takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

## WHAT ARE YOUR RIGHTS

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You need not give us any of the personal information requested by Supervision Group. However, without that information Supervision Group will not be able to establish a Self-Managed Super Fund for you where the information is requested in an application form, or to provide you with any other services, information or assistance you have sought.

Should you have any questions or complaint about your privacy please contact us. If a complaint is not resolved by Supervision Group to your satisfaction, you may complain to the Privacy Commissioner.

## HOW CAN YOU ACCESS YOUR INFORMATION

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You have the right to seek access to and update or correct the personal information we hold about you. If you wish to make an access request please email our Privacy Officer [here](#). Alternatively you can and ask to speak with our Privacy Officer on Tel: 08 9367 9655 or visit our office at Level 2, 76 Mill Point Road, South Perth.

We will ask you to verify your identify. There is no fee for requesting access to your information.

## ACCURACY OF YOUR INFORMATION

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It is important that your information is kept up-to-date and is as accurate as possible, so we may also ask you to update your information over the duration that we continue to provide services to you. Additionally, we ask that you promptly notify us of any changes to the personal information that Supervision Group holds about you.

You may ask us at any time to correct personal information held by us about you, which you believe is inaccurate. If we disagree with you as to the accuracy of the information, you may request that we attach a statement to that information noting that you consider it inaccurate or incomplete.

We will respond to your request to correct your information within 30 calendar days from date of receipt of the request.

## ELECTRONIC MESSAGE COMMUNICATION

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By accessing the Supervision Group website you consent to us sending commercial electronic messages (including messages about our products and services) to any electronic address which you provide or for which you are responsible. You warrant that you have authority, either as or on behalf of the electronic account holder, to provide this consent and agree that until you withdraw your consent by providing written notice to us or using an unsubscribe facility in the message, we may continue to send commercial electronic messages to those addresses.

## DIGITAL IDENTIFICATION AND VERIFICATION

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Supervision Group use Document Verification Services (DVS) to verify client identity in line with AML/CTF obligations. Where required under the Digital ID Act 2024, client consent will be obtained before using Digital ID or DVS processes. Digital identity information is used only for permitted purposes such as identity verification and regulatory compliance, retained only as required by law, and disclosed only where authorised or consented to. Appropriate safeguards are in place to

protect Digital ID information in accordance with privacy and security laws.

## DATA BREACH AND NOTIFICATION

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Supervision Group takes the security of personal information seriously and has internal procedures in place to identify, assess and respond to actual or suspected data breaches. Where a data breach is likely to result in serious harm, Supervision Group will comply with its obligations under the Notifiable Data Breaches (NDB) Scheme, including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required by law. Data breaches are managed in accordance with Supervision Group's internal breach response and incident management processes to ensure timely containment, assessment, and remediation.

## YOUR CONSENT

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By accessing Supervision Group website or by applying for services provided by Supervision Group, you consent to Supervision Group collecting, maintaining, using and disclosing personal information about you and provided by you or by another person as described above.

## IF YOU ARE NOT HAPPY

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Supervision Group has procedures in place, to receive and respond to, complaints or inquiries about our policies and practices relating to the handling of personal information. Supervision Group takes all requests for information requested and required by us to provide under the new APP's and complaints seriously and will investigate all complaints.

Please email directly to our Compliance Officer at [complaints@supervision.com.au](mailto:complaints@supervision.com.au) or put your complaint in writing and send it to us at Level 2, 76 Mill Point Road, South Perth WA 6151

If you make a complaint we will:

- acknowledge its receipt
- assign it to an appropriate person for investigation and resolution
- respond to you as quickly as we can

When the complaint is received, the Complaints Manager will contact you in relation to resolving your complaint or to advise you of the steps that will be taken to address it. The issues involved may be quite complex and subject to special regulations. We will try to resolve your complaint quickly and fairly. If your complaint cannot be resolved immediately we will keep you informed of the progress we make to resolve it.

If we are unable to resolve your complaint to your satisfaction within 45 days after we have received it, we will advise you in writing. In certain instances, where corresponding is difficult or the matter is particularly complex or involves third-parties, we are permitted up to 90 days to address your complaint. We will advise you if this longer period is required.

If you still do not get a satisfactory outcome you have the right to take your complaint to the Australian Financial Complaints Authority (AFCA) who can be contacted at:

Australian Financial Complaints



Authority

Phone: 1800 931 678

Web: [www.afca.org.au](http://www.afca.org.au)

## AMENDMENTS

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SUPERVISION GROUP may make changes to this Privacy Statement from time to time for any reason.