

Privacy Policy

Your privacy is important to us at Q Invest.

Why we collect information

We collect personal information¹ to:

- provide you with, implement and review financial planning advice and services
- communicate with you in relation to the advice and services we provide you with
- determine future business strategies and products and to develop our services
- provide you with information regarding products or services offered by Q Invest which may be of interest to you.

Where we collect health information², it is used for the purpose of ensuring any advice and/or products recommended are tailored to your individual needs.

How we may collect information

You may supply personal and/or health information to us in a number of ways. These include by completion of a Q Invest form, by completion of another party's application form which you forward to us, during an interview, by telephone, facsimile, letter, email or online. In addition to this, where you have granted express consent, we may collect personal information from any party who has, does or will provide products and or services to you (this may include for example your superannuation fund, regulatory authorities or other financial planning organisations, financial advisers or financial product issuers).

How that information is used

We will only use your personal and/or health information for the purpose for which it was collected (see 'Why we collect information') or related purposes which would reasonably be expected without your permission.

At all times, we respect your right to ask us not to use any personal and/or health information supplied to us at any time.

In the course of doing business, Q Invest may outsource certain tasks to third party suppliers such as mailing houses, information technology support and email suppliers. From time to time we also seek expert help to improve our systems, products and services. In these circumstances we may disclose your personal information to third parties who we will require to hold this information confidentially and in accordance with the requirements of privacy law. Your personal information will not be shared with third parties, other than of this kind, without your consent.

1 ***personal information*** means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained. It includes your name, age, contact details, employment details and history, as well as your financial and investment information.

2 ***health information*** means information or an opinion about the health or a disability (at any time) of an individual, or an individual's expressed wishes about the future provision of health services or a health service provided, or to be provided to an individual, that is also personal information

Privacy Policy

Your health information will not be provided to any other party.

We do not sell personal or health information to other parties.

We may be required by or under law to disclose information and or to report on prudential or risk management matters to regulators.

What if you do not provide full or accurate information?

If you do not provide full or accurate information, we may not be able to provide you with the products and/or services you are seeking.

Keeping information accurate and up to date and how you can access it

We take all reasonable steps to ensure that all information we hold is as accurate as possible, You can contact us to request access to your information and or to ask for its correction if any of the details you have provided change or you believe that the information we have about you is not accurate, complete or up-to-date. In normal circumstances we will give you full access to your information. There may be some charge to give you full access where your request requires the retrieval and compilation of information that has been archived or is significant in volume. In limited circumstances there may be some legal or administrative reasons to deny access. If access is denied, we will provide you with the reason why.

Security

We are committed to keeping secure the personal and any health information we collect about you. We take all reasonable precautions to protect it from misuse and loss and from unauthorised access, modification or disclosure. From time to time, where information we hold is identified as no longer needed for any purpose we may take reasonable steps to effectively and securely destroy it.

Changes to our privacy policy

We may make changes to this privacy policy and information handling practices from time to time for any reason. We will do this by updating this document.

Contact Us

If you have any questions regarding our privacy policy or handling of information, please contact our Privacy Officer:

phone	07 3008 8100
toll free	1800 643 893
facsimile	07 3008 8111
email	qinvest.info@qinvest.com.au
mail:	The Privacy Officer Q Invest Limited PO Box 15318 City East Qld 4002