

## Doquile Perrett Meade Privacy Policy

We are committed to protecting your privacy and the confidentiality of any personal information that we collect from you, whether that information is provided in written form, verbally or over the internet.

In collecting and handling your personal information, we abide by the National Privacy Principles ("NPPs") established under the Privacy Amendment (Private Sector) Act 2001. You can obtain information about the NPPs and your privacy rights at the Privacy Commissioner's website at [www.privacy.com.au](http://www.privacy.com.au).

Please read the following information to understand how we will treat your personal information.

### What personal information do we collect?

Our ability to provide you with a comprehensive financial planning and advice service is dependent on us obtaining certain personal information about you, including details of your:

- current employment, employment history;
- financial needs and objectives;
- current financial circumstances, including your assets and liabilities (actual and potential), income, expenditure, insurance cover and superannuation;
- investment preferences and aversion or tolerance to risk;
- family commitments, social security eligibility, estate planning; and
- any other information which helps build a picture of your particular needs and financial situation.

### For what purposes do we collect personal information?

We ask you for personal information that is necessary for us to adequately provide to you the services you have requested, which may include:

- preparing your income tax returns;
- preparing your business activity statements;
- preparing an Insurance and/or Superannuation recommendation;
- providing financial planning advice to you;
- recommending and implementing investment strategies;
- reviewing your financial plan;
- monitoring your investment portfolio; and
- liaising with banks and other financial institutions on your behalf.

We will primarily collect your information via a "Fact Finding" form, in face to face interviews or over the telephone. From time to time, we may collect additional or updated personal information via one or more of these methods in connection with the purposes outlined previously.

We will not use or disclose your personal information for any purpose other than:

- the provision of the above services;
- a related purpose in circumstances where you would reasonably expect such use or disclosure;
- where you have consented to such use or disclosure;
- providing you with direct marketing material such as articles or product brochures that may be of interest to you (however, you can request not to receive such information by contacting us by a method set out below; please allow two weeks for any such request to be actioned); or
- in circumstances otherwise authorised by the NPPs.

### To whom do we disclose personal information?

We may disclose your personal information to the following persons:

- The Australian Taxation Office to ensure ongoing compliance;
- the Financial Planning Association or Australian Securities & Investments Commission on request to ensure for their inspection to ensure ongoing compliance with mandatory professional standards and legal obligations;
- another DPM authorised representative or tax consultant during periods when your consultant is away from the office, to ensure you receive a continued service;
- superannuation fund trustees, insurance providers and product issuers for the purpose of giving effect to your financial plan and the recommendations made by us; and
- administrative service providers in respect of your investments to assist them in reporting, providing distributions, and other administrative tasks relating to your investments.

### The security of your personal information

We treat your personal information at all times as confidential and any sensitive information as highly confidential. All paper files are stored in lockable cabinets or dedicated safe custody rooms which are locked out of hours. All record movements off premises are recorded in a central register. Access to our premises is controlled by allowing only personnel with security passes to access the premises. All electronically held information is protected through the use of access passwords on each computer and firewalls are in place. Data is backed up each evening and stored securely off site.

### Updating and accessing your personal information

If you become aware or believe at any time that information we hold about you is inaccurate, incomplete or outdated, you may contact us by any of the methods set out below and provide us with evidence of the inaccuracy, incompleteness or out datedness and we will, if we agree that the information requires correcting, take all reasonable steps to correct the information.



Services provided by the  
Doquile Perrett Meade Group;  
Tax and Accounting  
Financial Planning  
Finance  
Superannuation  
Personal Insurance

You are entitled to request access to your personal information. We will endeavour to respond to any request for access within two to four weeks, depending on the complexity of the information or the request. Under the NPPs, access can be denied in certain circumstances; we will give you our reasons for denying access if we do so. If the request is complex or time consuming, we may charge a fee for giving you such access.

### Making a complaint

If you have a complaint about our treatment of your personal information, you should contact us by any of the methods set out below. Depending on the complexity of your complaint, we will consider and respond to it within 7-30 days. We will use our best endeavours to resolve any complaint to your satisfaction. However, if you are not satisfied with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

### Contacting us about privacy and your personal information

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| Privacy Officer: | David Gaylard  |
| Address:         | Doquile Perrett Meade<br>Level 9, 60 Albert Road, South Melbourne VIC 3205<br>(PO Box 810, South Melbourne VIC 3205) |
| Telephone:       | (03) 9621 7000   |
| Facsimile:       | (03) 9621 7100   |
| E-mail:          | <a href="mailto:david.gaylard@dpmfs.com.au">david.gaylard@dpmfs.com.au</a>   |

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ABN 96 821 307 818  
Liability limited by a scheme approved under professional standards legislation