

Privacy Policy

Introduction

Tasmanian Perpetual Trustees Ltd, in its own right and as Responsible Entity ("TPTL," "we" and "our"), is committed to ensuring our customers' privacy is protected and this Policy statement sets out how we collect, use and safeguard your personal information.

In this statement, references to TPTL include subsidiaries in their own right and as Responsible Entities, and to agencies.

TPTL provides a wide range of products and services to its customers including managed investment schemes, first mortgage lending to complying borrowers, estate planning and administration, preparation of Wills, powers of attorney, property and portfolio management, financial planning, safe custody and preparation of taxation returns.

Collection of Personal Information

We collect personal information in the course of offering these products and services which includes, but is not limited to: name, address, date of birth, contact details (phone, fax, email address), 100 point check information, account numbers with financial institutions, property details, share portfolios, life assurance policies, superannuation particulars, financial statements and taxation returns.

In most cases you, or a third party on your instructions, provide us with your personal information and where we release information to a third party (for example, your accountant) we will obtain your consent.

Use of personal information

Personal information is held and used for, but not limited to, the following purposes:

- To enable correct and proper accounting of customers' transactions;
- To make distributions to investors and beneficiaries;
- To enable the appraisal process before advancing funds on first mortgage;
- To enable compliance and statutory regulations, for example, the mailing of annual prospectuses, product disclosure statements and financial reports to investors, as well as external audit;
- Other uses of your personal information may include our regular and necessary business procedures such as administration, exception reporting, and internal audit.

Disclosure of personal information

We do not sell your personal information to outside companies. It may be shared within departments of TPTL with whom you may have further dealings so that we can best carry out your wishes.

Third parties to whom we may disclose your personal information include, but are not limited to: mail and print service providers, information technology providers, the maintenance of investor register providers, our solicitors for action against a defaulting borrower and to external auditors.

Sometimes we may be required or authorised by law to disclose your personal information. Circumstances in which we may disclose your personal information include but are not limited to: to a Court or Tribunal in response to a request or subpoena, and to the Australian Taxation Office.

Access and correction

Please contact us if you would like details of your personal information which we may hold about you, or if you would like it corrected (if you think it's incorrect or not-up-to-date).

To ensure the integrity and safety of your personal information, we may only disclose personal information if our internal procedures are satisfied. Depending on the nature of your request you may be asked to complete a personal information request form.

There may be situations where we are not required to provide you with access to your personal information, for example, information relating to an existing or anticipated legal proceeding with you, or if providing access would have an unreasonable impact upon the privacy of other individuals.

Storage and security of personal information

We will take reasonable steps to ensure your personal information is kept secure and only accessible to those authorised.

TPTL has confidentiality agreements with its staff to ensure your personal information stays confidential.

Website

This Policy Statement is available on our website.

We do not use cookies (small text files that a website can transfer to your computer's hard disc for record keeping) at this stage on our website.

Changes to this Policy

From time to time it may be necessary to review our Privacy Policy. We reserve the right to amend our Privacy Policy at any time and to notify you by posting an updated version on our website.

Privacy complaints

If, after obtaining details of your personal information you wish to make a complaint, please submit the details in writing to our Compliance Officer and an investigation will be carried out. If you are not happy with the outcome, you are then free to take your complaint to the Privacy Commissioner.

Contacting Us

Telephone: (03) 6348 1111,

Fax: (03) 6348 1166,

Websites: www.tasmanianperpetual.com.au

Compliance Officer: PO Box 1002,
Launceston,
Tasmania., 7250

TPTL reserves the right to review and amend this policy from time to time.