

Intrinsic – Privacy Policy

Privacy at Intrinsic Investment Management (Intrinsic)

At Intrinsic your privacy is important to us. We are committed to ensuring that information we hold about you is held securely and that your confidentiality is protected.

Intrinsic is bound by the National Privacy Principles (2001) under the Privacy Act (1988) and Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This policy explains how we treat information that we hold about you. It details the types of information we collect, how we may use that information and who we allow to access it. In addition, to this policy we will on occasions provide you with specific advice about how we use particular information that we collect from you. If you have any questions regarding this Privacy Policy you may contact our Privacy Officer (contact details provided on page 3, below).

Further, you are welcome to view our Web Site Security Statement which covers additional issues related to using our web site. The address of our website is www.intrinsic.net.au

What personal information does Intrinsic collect about you?

Personal information is information or an opinion about you from which you can be reasonably identified. We collect personal information so that we can provide you with our products and services and in order to comply with our legal obligations such as those under superannuation laws, taxation laws and the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and associated rules and legislation. If Intrinsic does not collect your personal information, we may not be able to provide you with a product or service.

The types of information we ask you for will depend on the type of product or service we provide to you and may include the following:

- Your name and address and other contact information;
- Your date of birth, citizenship, tax file number (TFN) and employment details;
- Your financial details;
- Your investment objectives, preferences and risk profile;
- In some cases, we may collect information about your family (for example, details related to your spouse, dependents or beneficiaries) where we are providing you with a Statement of Advice;
- Transaction information relating to any investment product or service we provide to you, such as details of securities holdings, payments, investment cash holdings and so on.

We only collect information that is needed by us to provide our products and services to you.

We will usually collect your personal information directly from you, unless it is not reasonable or practicable to do so, or you have consented to us obtaining the information from someone else (e.g. your accountant or financial advisor).

You are not required to provide us any of the personal information about you or any other person which may be requested in our communications with you, but, if you do not so, it may affect our ability to provide you with our products or services.

How does Intrinsic collect and store personal information?

Collecting information

Depending on how you choose to interact with us, we may collect your personal information when you contact us or our service providers by telephone, by email, through our web site, complete an application or registration form, or when you meet one of our representatives face to face.

Intrinsic may also collect information about you from third parties. For example, Intrinsic may collect personal information from:

- Your authorised representatives and advisor(s);
- Our service providers;
- Your employer; or
- Our corporate clients, where we are providing services to them.

Collecting information from visits to Intrinsic's website

Aside from information you supply when making an online application through our website, we do not collect information. We may collect information based on how you use the Intrinsic website.

Securing your personal information

Intrinsic holds personal information in secure computer storage facilities (both in-house and at our service providers); on paper-based files; as well as in electronic formats. We take reasonable steps to protect your information from loss and unauthorised access, destruction, use, modification or disclosure. Access to personal information held by Intrinsic is controlled to prevent misuse or unauthorised disclosure of the information. We utilise a range of technical security measures such as secure authentication, password controls, encryption, firewalls and anti-virus technology to prevent unauthorised access to your information.

Some information is kept for a number of years to comply with the Law. Any personal information that is no longer needed is destroyed.

Use and disclosure of your personal information

We use your personal information to do certain things, including to:

- Process your application or respond to your query;
- Administer and manage the products or services we provide to you;
- Provide you with information about other products or services that may be of benefit to you;
- Facilitate our internal business operations, including fulfilment of any of our legal requirements;
- Disclose personal information to third parties, as need be, including;
 1. Our agents, contractors or third party service providers that provide financial administrative or other services in connection with the operation of our business. For example, fund and investment administrators/managers, auditors and solicitors, custodians and brokers and providers of insurances to us,
 2. Law enforcement agencies; or
 3. Solicitors when considering any concern or complaint that you raise against Intrinsic and/or to manage any legal action between you and Intrinsic.

Depending on the nature of the product or service that we are providing, we may disclose your personal information to your nominated representatives (e.g. your financial adviser) and their respective service providers.

We will not sell, lend, share or in other ways show the information you provide us to other organisations.

Any form used to collect your personal information may give more specific details about the way we use your information.

Information Security

We take all reasonable steps to protect your personal information from misuse loss, unauthorized access, modification or disclosure.

Your information is stored securely whether in an electronic or physical form. For example, only staff needing access to the information are allowed access. Your personal information is stored in secured premises or in electronic databases requiring logins and passwords. We utilise a range of technical security measures such as secure authentication, password controls, encryption, firewalls and anti-virus technology to prevent unauthorised access to your information.

Access and Correction

You can request access at any time to personal information we hold about you. We will process your request within a reasonable time. There is no fee for requesting access to your information.

You may ask at any time to correct personal information held by us about you, which you believe is incorrect or out of date.

We aim to ensure that all information we hold about you, which we collect, use or disclose, is accurate, complete and up to date. Please notify us promptly if there are any changes to your personal information.

We will need to verify your identity before giving you access, or correcting your information.

In some circumstances, Intrinsic may not be able to correct or provide you with access to your information. In these circumstances, we will write to you to explain and provide the reasons why.

If you have a complaint related to how Intrinsic has managed your personal information, please contact us using the contact information below. We may ask you to place your concerns in writing in order for us to fully understand and investigate the issues you have raised. We will acknowledge any complaint in writing within ten business days and make every effort to resolve your issue within a reasonable time of us being notified.

If a complaint remains unresolved, you may access an external dispute resolution service or apply to the Office of the Australian Information Commissioner (OAIC) to have the complaint heard and determined. The Commissioner may be contacted on: phone 1300 363 992.

When we write to you about our decision, we will explain how you may access an external dispute resolution scheme or make a complaint to the OAIC.

Contact details

Privacy Officer

Intrinsic Investment Management Pty Ltd
PO Box 11
FLINDERS LANE,
Victoria, 8009