



Hostplus Self-Managed Invest Privacy Policy.

27 May 2019



Hostplus Self-Managed Invest Privacy Policy

Hostplus is committed to protecting your privacy and safeguarding your personal information.

This privacy policy explains how Hostplus manages and protects personal information including:

- What is personal information?
- Why do we collect your personal information?
- What personal information do we collect
- How do we collect and hold personal information?
- How do we use your personal information?
- How personal information can be disclosed to others
- How you may access or correct your personal information
- How you can complain if you have concerns about how we managed your personal information

Hostplus has practices in place to comply with the Australian Privacy Principles set out in the Privacy Act 1988. These principles govern how organisations handle personal information.

What is personal information?

Personal information is information or an opinion about you from which you can be reasonably identified.

Why do we collect your personal information?

Hostplus collects personal information so that we can set up your account, keep it running smoothly, respond to any queries or requests you may have regarding your account and comply with our legal obligations such as those under superannuation laws, taxation laws and Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

What personal information do we collect?

The kind of personal information Hostplus may collect and hold about you include your name, date of birth, address, bank details, Australian Business Number and contact details. We will not collect sensitive information about you such as your race, political beliefs or religion.

So that we can better tailor our information and products to your needs we also use technology known as "cookies" to collect statistical information on website activity, such as the number of people using our website and how they navigate through it. No attempt is made by Hostplus to use this information to personally identify you.

How do we collect and hold your personal information?

Collecting

Where possible we will collect information from you directly. Sometimes we may collect personal information from a Third Party such as your Financial Advisor or Accountant you would reasonably expect us to collect from, such as an alliance partner for market research and to improve our product and services.

If you access your account information online through one of the secure areas of our website, we will collect information about your visit using Google analytics and cookies to track your use of our website and to allow you to effectively access your account information. This information is collected for security purposes and to protect the integrity of your account details.

The information collected includes the time and date of your visit, your IP address, the type of browser, pages visited, documents downloaded and length of visit. It is important to note that this technology only identifies your device when you visit our website, it does not identify you.

Holding

Once collected, your personal information is held in secure storage facilities (both in-house and at our service provider Citigroup Pty Limited (ABN 88 004 325 080) referred herein as 'Citi'. We may also hold your information on paper-based files, as well as in other formats. Hostplus takes reasonable steps to protect your information from loss and unauthorized access, destruction, use, modification or disclosure. Access to personal information held by Hostplus is controlled to prevent misuse or unauthorized disclosure of the information. We utilize a range of technical security measures such as secure two-factor authentication, password controls, encryption, firewalls and anti-virus technology to prevent unauthorized access to your information.

How do we use your personal information?

Hostplus may collect, hold, use or disclose your personal information to provide you with a range of products and services, such as:

- Establishing and maintaining your account
- Implementing your investment choice
- Processing your requests
- Transferring monies including contributions and redemptions
- Reporting the investment performance of your account
- Market research and product and service improvement
- Keeping you up to date on other products and services available to you as a Hostplus Investor (which may include sending you some marketing communications)

We may also collect, hold, use or disclose your personal information to:

- Consider any concern or complaint that you raise against Hostplus and/or to manage any legal action between you and Hostplus
- Prevent or investigate any actual or suspected fraud, unlawful activity or misconduct
- Identify you or establish compliance status under Australian legislation
- Comply with any relevant laws, regulations, codes of practice and court orders

How personal information is disclosed to others

In some circumstances your information may be disclosed to our related entities or service providers that perform a range of services on our behalf. We limit the information provided to these organisations to what they need to perform their role for us or to provide products and services to you. These organisations are also bound by strict confidentiality arrangements. They include:

- Citi Group – has been contracted by the Trust for the provision of administration and custodial services
- Mailing houses and printing companies
- Industry Fund Services
- ME Bank
- Trust and investment administrators/managers
- Listed companies and Responsible entities
- Auditors and solicitors
- Custodians and brokers
- Regulatory bodies
- Registry and platform providers
- Information technology vendors
- Other consultants

Where we disclose your information to our service providers, we will take steps to ensure that they are authorized to only use personal information in order to perform the functions required by Hostplus.

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 advisor) and their respective service providers.

We may also disclose your personal information to law enforcement agencies, courts or government agencies where required to comply with specific legal requirements.

With your consent, we may also disclose your personal information to other third parties and for other purposes. That consent may be written or verbal.

Do we disclose your personal information to overseas recipients?

Our platform provider Citi Group stores information on servers located in Australia, Germany and the United Kingdom.

How you may access or correct your personal information

You may contact us to request access to the personal information we hold about you at any time. You may also ask us to correct information about you that you may believe is inaccurate, incomplete or out of date.

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

In certain circumstances, Hostplus 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.

Need to get in touch with us?

If you have any questions about this privacy policy. If you wish to complain about how we handled personal information about you, or if you wish to access or correct your personal information, please contact our Privacy Officer:

Privacy Officer
Hostplus
Locked Bag 11
Carlton South Vic 3053

Email us at privacy@hostplus.com.au

How you can complain if you have concerns about how we have managed your personal information

If you have a complaint related to how Hostplus 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 within 7 business days of it being received and make every effort to resolve your issue within 30 days of us being notified.

If a complaint remains unresolved or is not resolved to your satisfaction, 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 the privacy hotline 1300 363 992.

