

PRIVACY STATEMENT

The Trustee is required to comply with the Information Privacy Principles (IPPs) contained in the Privacy Act 1988. These Principles set out in detail the measures that must be taken to safeguard against the misuse of personal information held by organisations.

The purpose for which the Trustee collects personal information is to issue and maintain your superannuation interests in the Fund.

The personal information held in respect of members of the Fund generally comprises only those details necessary to establish members' entitlements in the Fund. Those details include name, date of birth (for identification purposes and to establish benefit entitlements), employment details such as employer's name and commencement date together with a record of transactions (eg contributions made) and details of benefit entitlements.

This information is only available to our staff and other authorised service providers who use the information to administer your account and provide services to you, such as our administrator. The personal information will not be disclosed to any other person or organisation without your express consent, or unless required to do so by law.

In some cases, additional information will be held which is more sensitive and hence subject to greater security. This might include Tax File Numbers and, in some cases:

- medical information provided or obtained in support of an application for payment of benefit on grounds of permanent incapacity;
- death certificates; or
- documents submitted to establish spouse entitlements.

The IPPs also require that members have access to the personal information (including medical reports and any file notes) that is held in relation to them personally, with certain very limited exceptions.

Members are also encouraged to notify the Trustee of any changes to their personal information so that our records are accurate, complete and up to date.

If you would like to review or make corrections to your personal information or get a copy of the Trustee's Privacy Policy, please contact Member Services on 1300 369 901. Depending on circumstances, a fee may be payable for accessing this information your personal information.

If you are not satisfied that adequate precautions are being taken to protect your personal information, you may make a formal complaint. This must be in writing and addressed to:

Privacy Officer
Chifley Financial Services Limited
GPO Box 2617
Sydney NSW 2001

If you have a formal complaint about the way that the Trustee handles your personal information and you are not satisfied with the response from the Privacy Officer, you may contact:

Complaints Resolution Officer
Chifley Financial Services Limited
GPO Box 2617
Sydney NSW 2001

Tel: (02) 9273 0000 or 1800 800 002

Fax: (02) 9279 4131

The Complaints Resolution Officer will investigate your complaint and provide a full response to your complaint as quickly as possible. If you are not satisfied with that response you may then refer your complaint to the Federal Privacy Commissioner. The Commissioner's office can be contacted by phone on 1300 363 992 or by writing to:

The Privacy Commissioner
GPO Box 5218
Sydney NSW 2001

Member Services enquiries

FuturePlus Super
PO Box N180
Grosvenor Place NSW 1220
website: www.futureplussuper.com.au

Phone: 1800 800 002 (toll free)
(8.30 am – 5.00 pm Mon – Fri)
Fax (02) 9279 4130



