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## Commitment to Privacy and Responsible use of Information

We will abide by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001. A summary of

the National Privacy Principles is available on our website, [www.firstquest.com.au](http://www.firstquest.com.au) or by contacting our office.

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## Information Collected

We only collect personal information that is necessary for us to perform our functions. The kinds of personal information we collect and hold will depend upon the type of products and services you request from us. However, it may include:

- information you give us when you request a product or service from us. This information will include your name, address, contact details, banking details and investment instructions.

- communications between us and your financial planner.
- if you have or had a product or service with us, transactional information about the use of that product or service.
- in relation to superannuation services, your personal health information, nominated beneficiaries and employer details, where applicable.

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## Use of Our Website

We will collect some information from you when you use our website: [www.firstquest.com.au](http://www.firstquest.com.au). Your use of the facilities and services available through the website will determine the amount and type of information which we collect about you. Some of this information will not be personal information because it will not reveal your identity.

The only personal information which we collect about you when you use the website is what you tell us about yourself; for example, by completing an online form such as an application form or asking for a disclosure document for our products or by sending us an email. We will record your email address if you send us an email.

When you visit the website, our server places small pieces of data known as "cookies" on your hard drive. Cookies are pieces of information that are transferred to your computer when you visit a website for record-keeping purposes. Most Web browsers are set to accept cookies. However, if you do not wish to receive any cookies you may set your Web browser to refuse cookies. We use cookies to provide us with aggregate (anonymous) information on how people use our website and to help us to know what our customers find interesting and useful in our website. We do not link this information back to other information that you have provided to us.

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## Using and Disclosing Your Personal Information

### The purposes for which we collect and hold personal information and how we use it

Any personal information that we collect about you will be used by us:

- to assess your applications for products or services that we may provide;
- to provide you with the products or services; and
- to comply with statutory requirements for some products and services.

We may also use your personal information to help us develop other products and services and to provide you with information about other products and services offered or distributed by us or our related companies. You may, by contacting us by any of the methods detailed below, request not to receive such information and we will give effect to that request. Please allow 3 weeks for your request to be actioned.

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## Contracting Out Services and Disclosures

We contract out some of our functions (such as mailing) to external service providers. We may disclose your personal information to these service providers but only so that they can provide the

services that we have contracted out to them. We may also disclose your information to other companies providing products and services to us.

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## Access to Your Personal Information

From 21 December 2001 in most cases, you can gain access to personal information that we hold about you. In the event we refuse you access to your personal information, we will provide you

with an explanation for that refusal. We will at all times handle requests for access to your personal information in accordance with National Privacy Principles.

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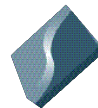
## Changes to Our Privacy Policy

From time to time our privacy statement may change. We may notify you about changes to our privacy statement by posting an updated version on our website: [www.firstquest.com.au](http://www.firstquest.com.au).

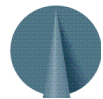
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## Contacting Us

If you would like more information about how we manage your personal information, or you have any questions, or wish to complain about a breach of your privacy, please contact us on 1800 550 188, or write to The Privacy Officer at the following address.



Approved Trustee/Responsible Entity  
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GPO Box 584 Hobart TAS 7001  
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