

**Link Fund Solutions Pty Limited**

**PRIVACY POLICY**

**June 2017**

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## 1 Background and Purpose

This Privacy Policy sets out Link Fund Solution Pty Limited's ABN: 44 114 914 215 ("LFS", "we" or "us") approach to collect, store, use and disclose your personal information.

By visiting our website, using any of our services or otherwise providing us with your personal information (or authorising it to be provided to us by someone else), you agree to your personal information being handled as set out in this Privacy Policy.

## 2 Revisions to this Privacy Policy

LFS may update this Privacy Policy from time to time so please review it periodically for changes on our website at [www.linkfundsolutions.com](http://www.linkfundsolutions.com).

Your continued use of our services (including online services), requesting our assistance or the provision of further personal information to us (directly or via an authorised person) after this Privacy Policy has been revised, constitutes your acceptance of the revised Privacy Policy.

## 3 What personal information does LFS collect

LFS only collects personal information that is necessary to assist us in providing our services to our clients. LFS generally collects personal information such as name, phone numbers, address, email address, banking details, date of birth, country of residence, investment details, payroll details, taxation details (including Tax File Number) and other accounting, audit and financial services related information.

If you provide us with personal information that we have not requested (unsolicited personal information) we will, unless otherwise required or permitted by law, delete or destroy it as soon as possible after receiving it.

In certain circumstances we may be required or permitted by law or Court or Tribunal order to collect certain personal information about you. For example, we may need to collect your name, residential address, country of residence, date of birth, business name (if any), directorship appointments (if any) and other types of personal information required by law, including (but not limited to) information required under the following:

- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and Anti Money Laundering and Counter Terrorism Financing Rules Instrument 2007 ("AML/CTF Laws")
- Income Tax Assessment Act 1997 / Tax administration Act 1953
- Superannuation Industry (supervision) Act 1993
- Australia - US FATCA Intergovernmental Agreement 2014
- Common Reporting Standards (CRS) Multilateral Competent Authority Agreement 2015

You do not have to provide us with your personal information but if you do not provide us with the personal information that we need, we may not be able to provide our services or assistance to you or our clients on your behalf.

## 4 How does LFS collect personal information?

LFS may collect your personal information in various ways, including via telephone, our website, email or hardcopy and/or online forms. In most situations we collect your personal information directly from you.

However, we may also collect information from third parties, such as trustees and Responsible Entities, fund managers, companies / trusts in which you are a unit holder,

shareholder or officeholder, your employer, your financial adviser / planner and/or anyone you have authorised to deal with us on your behalf.

Depending on the type of service our client have requested, we may also seek to collect information about someone else from you (for example, details of the members of your company/fund or your employees/contractors). However, you must not provide us with personal information about another person unless you have clear consent from that person to do so, have told them that their personal information will be handled in accordance with this Privacy Policy and where they can find it.

On all occasions personal information is collected, held, used and disclosed by us in accordance with this Privacy Policy.

## **5 Why does LFS collect and use personal information?**

LFS only collects, holds and uses personal information for the purposes for which it was provided (which will normally be obvious at the time of collection), related purposes or as permitted or required by law. Such purposes may include:

- Establishing, maintaining and administering your account;
- conducting verifications, monitoring and reporting required under the AML/CTF Laws;
- recording tax information such as TFN, ABN, country of residence in order to report to the ATO (and other relevant bodies as required by law) and withhold tax correctly from payments
- communicating with you or our clients regarding the status of your unit / share holdings, value, distributions or responding to your and/or our clients' enquiries / information requests;
- processing authorised payments to and from you;
- providing you and/or our client with the services requested (such as unit registry and investor relations services, accounting and fund administration services, payroll services and compliance services);
- quality assurance and training purposes; and
- any other uses identified at the time of collecting your personal information.

**6** The Privacy (Tax File Number) Rule 2015 applies to TFN information of individuals. An individual is not legally obliged to quote their TFN, however, there may be financial consequences for an individual who chooses not to quote their TFN.

## Who does LFS disclose personal information to?

Any personal information provided to us may be disclosed, if appropriate, to other entities in order to facilitate the purpose for which the information was collected. Such entities generally include:

- the Australian Taxation Office for the purpose of legislative compliance and reporting;
- the Australian Securities and Investments Commission (ASIC), the Australian Stock Exchange (ASX) for the purpose of legislative compliance and reporting;
- third party service providers for the purpose of enabling them to provide a service such as unit registry, payroll, superannuation administration, audit and tax and secure storage and archiving services or manage a product such as trustees and responsible entities and fund managers;
- your personal financial advisor / planner or legal advisor and their service providers (if you have provided consent for such disclosure) for the purpose of managing your affairs;
- entities on behalf of which we provide our services to you (including your fund manager, responsible entity, trustee, company for which you work or in which you have shares);
- government bodies, regulators, law enforcement agencies and any other parties where authorised or required by law;
- Anti-Money Laundering (AML) service providers for purposes such as identification, verification and sanctions screening to comply with AML legislation;
- other entities if you have given your express consent; and
- any other entities identified at the time of collecting your personal information or to which we are legally required to disclose your personal information.

A small number of fund managers and/or third party service unit registry providers that we deal with are located in countries outside of Australia (mostly in the USA and the Cayman Islands). Our contracts with these parties generally include an obligation for them to comply with Australian privacy law and this Privacy Policy. However you acknowledge that, by agreeing to the disclosure of your personal information to these entities outside of Australia, we will no longer be required to take reasonable steps to ensure the overseas recipient's compliance with the Australian privacy law in relation to your personal information and we will not be liable to you for any breach of the Australian privacy law by these overseas recipients. On this basis, you consent to such disclosure.

## 7 How does LFS protect personal information?

We take reasonable steps to protect any personal information that we hold from misuse, interference and loss and from unauthorised access, alteration and disclosure. For example, we implement the following security measures:

- security procedures for access to our business premises;
- security procedures within our offices;
- IT security procedures including password protection, firewalls, intrusion detection and site monitoring; and
- mandatory confidentiality guidelines for all staff within the business (as outlined in employment contracts).

However, data protection measures are never completely secure and, despite the measures we have put in place, we cannot guarantee the security of your personal information. You must take care to protect your personal information (for example, by protecting any

usernames and passwords). You should notify us as soon as possible if you become aware of any security breaches.

## **8 Links to third party websites**

Our website contains links to the websites of other entities. If you click on such links, you will be transferred to the website of these entities. LFS has no control over, and is not responsible for, the privacy practices of these entities. You should read the privacy policy of these entities to find out how they handle your personal information when you visit their websites.

## **9 Accessing your personal information held by LFS**

You may access personal information we hold about you (including any TFN information), subject to a small number of legal restrictions or exemptions. Where such restrictions or exemptions exist we will advise you of those reasons at the time of your request.

If you wish to access the personal information we hold about you or request correction of it, you should contact the team responsible for your file (for example our unit registry department) or our Privacy Officer using the contact details below.

While we do not charge you for a request for accessing your personal information you should be aware that we may charge a reasonable fee (which will be notified to you once you make a request) for time and cost in the following circumstances:

- if an extended amount of time is required to collate and prepare material for you; and
- if you wish to have your files photocopied for you.

## **10 How can you correct and update your information?**

We take reasonable steps to ensure that the personal information we hold about you is accurate, complete and up-to-date. However, we also rely on you to advise us of any changes to your personal information.

Please contact us using the contact details below as soon as possible if there are any changes to your personal information or if you believe the personal information we hold about you is not accurate, complete or up-to-date so that we can update your file accordingly.

## **11 What do you need to do if you have a complaint?**

If you wish to make a complaint about a breach of this Privacy Policy or the privacy principles of the Privacy Act 1988 (Cth) you can contact us using the contact details below. You will need to provide us with sufficient details regarding your complaint together with any supporting evidence.

We will refer your complaint to our Privacy Officer who will investigate the issue and determine the steps (if any) that we will undertake to resolve your complaint. We will contact you if we require any additional information from you and will notify you in writing of the outcome of the investigation.

If you are not satisfied with our determination, you can contact us to discuss your concerns or complain to the Australian Privacy Commissioner via [www.oaic.gov.au](http://www.oaic.gov.au).

## **12 Contact us**

If you have a query relating to this Privacy Policy or wish to make a complaint, please contact us using the following contact details

### **Unit Registry Department**

Email: LFS\_registry@linkgroup.com  
Phone: +61 2 9547 4300  
Fax: (02) 9221 1194  
Address: Link Fund Solutions Pty Ltd  
Att. Unit Registry Department  
PO BOX 5482  
SYDNEY NSW 2001

### **Privacy Officer**

Email: LFS\_Compliance@linkgroup.com  
Phone: +61 2 8280 7100,  
Fax: (02) 9221 1194  
Address: Link Fund Solutions Pty Ltd  
Att. Privacy Officer  
PO BOX 5482  
SYDNEY NSW 2001