

Privacy Policy

WMA&TS Pty Ltd ACN 096 625 286, Red Diamond Wealth Pty Ltd ACN 616 578 584 and any affiliated organisations (collectively referred to in this policy as Red Diamond Financial Group) is committed to protecting the privacy of your personal information. This privacy policy explains how Red Diamond Financial Group manages the personal information that we collect, use and disclose and how to contact us if you have any further queries about our management of your personal information. Red Diamond Financial Group is required by the Privacy Act 1988 (Cth) ("Privacy Act") to comply with the Australian Privacy Principles ("APP"). The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal. Red Diamond Financial Group are tax agents registered under the Tax Agent Services Act 2009 and is subject to the Taxation Administration Act 1953.

What is personal information?

Personal information is information or an opinion, in any form and whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. Examples include an individual's name, address, contact number and email address. Special provisions apply to the collection and handling of tax file numbers ("TFN s"). Red Diamond Financial Group are lawful tax file number recipients and are bound by the Tax File Number Guidelines 2011 (TFN Guidelines) issued under the Privacy Act.

Collection of personal information by Red Diamond Financial Group

To the extent required by the Privacy Act:

- Red Diamond Financial Group will not collect personal Information about you unless that information is necessary for one or more of our functions or activities; and
- Red Diamond Financial Group will collect personal information only by lawful and fair means and not in an unreasonably intrusive manner.

When Red Diamond Financial Group collects personal information directly from you, we will take reasonable steps at or before the time of collection to ensure that you are aware of certain key matters, such as the purposes for which we are collecting the information, the organisations (or types of organisations) to which we would normally disclose information of that kind, the fact that you are able to access the information and how to contact us (for example, where personal information is collected on a form, we will generally include a written privacy statement with the form that sets out these details). Red Diamond Financial Group will collect your personal information directly from you where it is reasonable and practicable to do so. Where Red Diamond Financial Group collects information about you from a third party, we will still take reasonable steps to ensure that you are made aware of the details set out above.

Use and disclosure of personal information by Red Diamond Financial Group

If Red Diamond Financial Group uses or discloses your personal information for a purpose (secondary purpose) other than the main reason for which it was originally collected (primary purpose), to the extent required by the Privacy Act, we will ensure that:

- the secondary purpose is related to the primary purpose of collection and you would reasonably expect that Red Diamond Financial Group would use or disclose your information in that way;
- you have consented to the use or disclosure of your personal information for the secondary purpose;
- the use or disclosure is required or authorised by or under law; or
- the use or disclosure is otherwise permitted by the Privacy Act (for example, as a necessary part of an investigation of suspected unlawful activity).

Why does Red Diamond Financial Group collect personal information?

Red Diamond Financial Group collects personal information including TFNs for the management and administration of taxation, superannuation and personal assistance affairs of their clients. This includes individuals, partnerships, companies, self-managed superannuation funds and trusts.

From time to time Red Diamond Financial Group will use personal information for marketing and business development purposes including newsletters, invitations to events, notifications of group services, and administering client surveys. Each piece of information sent to you for these purposes will include a provision for you to opt-out of the communication. Alternatively if you do not wish to participate in any of these activities please let us know (our contact details are provided at the end of this policy).

How might we contact you?

We may contact you in a variety of ways, including post, email, SMS, telephone or facsimile.

Any electronic message that we send will identify Red Diamond Financial Group as the sender and will include our contact details. If you wish to opt-out of these messages at any time please contact our administration team.

When does Red Diamond Financial Group disclose personal information to third parties?

In providing our services we may need to disclose personal information to third parties, namely the Australian Taxation Office (“ATO”) and other authorised government bodies.

Personal information including TFNs collected for the purposes of administering your taxation, superannuation and personal assistance affairs will be disclosed to the ATO through the lodgement of income tax returns and supporting schedules.

In providing our services we may need to disclose personal information to other third parties besides the ATO. These include but are not limited to financial institutions, finance brokers, financial planners, auditors, legal professionals, suppliers of client offers and services etc. This information will not be provided without obtaining your express consent to do so. Your consent will be obtained at the time of, and for each individual request made.

Red Diamond Financial Group may offer a product or service from an external company to you that we may consider beneficial to you. In order to take up this product or service we would need to provide your personal information to the provider.

Data quality and security

To the extent required by the Privacy Act, Red Diamond Financial Group will take reasonable steps to:

- make sure that the personal information that we collect, use and disclose is accurate, complete and up-to-date;
- protect the personal information that we hold from misuse, loss, unauthorised access, modification or disclosure; and
- destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Privacy Act.

Anonymity

Due to the nature of our business it is not practicable for Red Diamond Financial Group to provide individuals with the option of not identifying themselves by remaining anonymous or using a pseudonym when entering into transactions with us.

Use of Commonwealth government identifiers

Red Diamond Financial Group will not use Commonwealth government identifiers (“Identifiers”) (such as Tax File Numbers) as its own identifier of individuals. We will only use or disclose Identifiers in circumstances permitted by the Privacy Act.

Transfer of personal information overseas

If Red Diamond Financial Group transfers your personal information outside Australia, Red Diamond Financial Group will comply with the requirements of the Privacy Act that relate to trans-border data flows. We currently use a number of software packages which utilise information stored in the cloud. To the best of our knowledge, our providers are Australian-based and store all information in Australia and are therefore bound by the Privacy Act.

Credit information

Red Diamond Financial Group is a credit provider and is committed to protecting the privacy of your credit information. When Red Diamond Financial Group collects credit information directly from you, we will take reasonable steps at or before the time of collection to ensure that you are aware of certain key matters, such as the purposes for which we are collecting the information, the fact that you are able to access the information and how to contact us (for example, where credit information is collected on a form, we will generally include a written privacy statement with the form that sets out these details). Red Diamond Financial Group will not provide your credit information to credit reporting bodies without your express consent. The security of your credit information is of the highest priority to Red Diamond Financial Group, and we have policies and procedures in place to reflect this.

Access and correction of your personal and/or credit information

Please contact Red Diamond Financial Group if you would like to access or correct the personal and/or credit information that we hold about you. Red Diamond Financial Group will generally provide you with access to your personal and/or credit information (although a fee may be imposed), and will take reasonable steps to amend any personal and/or credit information that is incorrect. In some circumstances, Red Diamond Financial Group advisers may not permit access to your personal and/or credit information, or may refuse to correct your personal and/or credit information, in which case we will provide you with reasons for this decision.

Website privacy policy

The type of personal information we collect about you depends on how you use the website. We collect your personal information only when you choose to provide it to us, for example, if you access, complete and /or submit any of the following:

- client login area
- contact form
- new client questionnaire
- application form
- positions vacant
- client update
- newsletter form

We may also keep records of any emails or other correspondence that you send via the website. If you do not provide us with the personal information requested of you, we may be unable to respond to your request or provide you with the relevant service (except in cases where the provision of that information is optional).

Site visit information

When you visit the website, general information is collected about your visit, including your server address, the date and time of your visit, the pages accessed, the information downloaded and the type of browser you used. This information may be used by us in anonymous, aggregated form, for statistical purposes and to assist Red Diamond Financial Group to improve the functionality and usability of the website. You are not individually identified.

Cookies

A cookie is a small string of information that a website transfers to your browser for identification purposes. The cookies used by Red Diamond Financial Group do not identify individual users. Red Diamond Financial Group uses cookies to hold anonymous session information. This information is used to personalise your current visit to the website, for example, to allow the website to remember who you are by keeping server variables linked to your session. Red Diamond uses only non-persistent cookies, that is, they are held on your browser's memory only for the duration of your session. Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies, or to notify you when

they are being used. There are also software products available that can manage cookies for you. Rejecting cookies can, however, limit the functionality of the website (such as preventing users from logging on).

Links to third party

The website may contain links to third party websites that are not operated or controlled by Red Diamond Financial Group. Please note that Red Diamond Financial Group is not responsible for the privacy or security practices of those sites and that those websites are not covered by this privacy statement. Third party websites should have their own privacy and security policies, which we encourage you to read.

Client login area

The client login area is password protected to ensure that only you and our staff have access to this information. We request that you do not share your user name and/or password with anyone. We always recommend that upon completion of transactions you sign out of your account and close all browser windows to prevent other users of your computer accessing your account.

Website security

While Red Diamond Financial Group strives to protect its users' personal and credit information and privacy, it cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you are at all concerned about sending your information over the internet, you can contact Red Diamond Financial Group by post, facsimile or over the telephone by accessing Red Diamond Financial Group contact information.

Further information

Please contact Red Diamond Financial Group if you have any queries about the personal and/or credit information that Red Diamond Financial Group holds about you or the way we handle that personal and/or credit information. Red Diamond Financial Group contact details for privacy queries are set out below.

Red Diamond Financial Group Privacy Contact

Attention: Business Administrator

Red Diamond Financial Group
PO Box 865
IPSWICH QLD 4305

Phone: 07 3281 2422

Fax: 07 3812 3136

Email: reception@reddiamondgroup.com.au

Complaints

Please contact the Red Diamond Financial Group privacy contact using the above details if you have any concerns or complaints about the manner in which your personal and/or credit information has been collected or handled by Red Diamond Financial Group.