



## STEWARDS' FOUNDATION PRIVACY POLICY

Stewards' Foundation recognizes the importance of protecting your privacy. Our policy for dealing with personal information you might disclose to us is explained below.

The types of personal information we collect from you depends on how you correspond with us. Any information we receive about you will be treated as strictly confidential.

### **What we collect and why we need it**

We will only collect personal information about you where you have knowingly provided us with the information or you have authorised a third party to provide that information to us.

Generally, your information will be collected when you fill out an application form for a product or service or when you give us personal information over the telephone, by email, through the website or in face to face interviews or via other electronic means, including social networking forums. From time to time additional or updated information may be collected through one or more of these methods.

The information we collect, use and maintain is necessary for us to adequately provide you with the products and services you have requested. We may collect information about you because we are required or authorized by law to collect it. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering law.

The information may also potentially be used for the purpose of direct marketing where we believe the articles and information may be of interest to you. If you do not wish to receive such information, please inform us and we will process your request as soon as practicable.

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**Street Address**

Cnr Joffre & Derwent Streets  
South Hurstville NSW 2221

Phone (02) 9547 3110 Fax (02) 9547 3116

Email: [admin@stewardsfoundation.com.au](mailto:admin@stewardsfoundation.com.au)

[www.stewardsfoundation.com.au](http://www.stewardsfoundation.com.au)

ABN 57 246 942 907

**Postal Address**

PO Box 230  
South Hurstville NSW 2221

## **Disclosure of information collected**

Personal information collected by us can be used for the following:

- The purposes for which it was provided or secondary related purpose in circumstances where you would reasonably expect such use or disclosure;
- Where you have consented to such disclosure; or
- Where the National Privacy Principles (NPP'S) authorise use or disclosure where required or authorised under law;
- Disclosure to other entities for the purpose of giving effect to your instructions and/or our recommendations;
- Your information may be disclosed to compliance bodies, such as the Australian Securities and Investment Commission.

## **Security of you personal information**

In general, your personal information is held in your client file. This could be recorded on a combination of paper records and electronic records.

Regardless of the form of your record, we will at all times seek to ensure that any personal information collected and held by us is protected from misuse, loss, unauthorized access modification or disclosure.

At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential.

In the event that our professional relationship ceases, any personal information we hold about you will be securely maintained for a period of not less than seven (7) years in order to comply with legislative and professional requirements imposed on us. After this time, your records containing your personal information will be destroyed.

## **E-Mail correspondence**

We will preserve the contents of any e-mail message that you send us if we believe that we have a requirement to do so. E-mails sent to or from Stewards' Foundation may be monitored for systems administration and legal compliance purposes.

## **Gaining access to our information on you**

We will, on request provide you with access to any information that we have collected about you. To gain access to this information you should contact us through our office or by email to [admin@stewardsfoundation.com.au](mailto:admin@stewardsfoundation.com.au) or telephone (02)9547 3110

## **How to update your information we hold**

It is important to us that the information we hold about you is accurate and up to date. If at any time you believe that any information we hold about you is inaccurate or out of date, please contact us and we will review and correct the relevant information.

## **Complaints in relation to privacy**

If you believe your privacy has been compromised, please contact us immediately. We will respond to all complaints within two (2) days and aim to have them resolved within ten (10) days. Where this is not possible, you will be contacted and advised when it is likely your complaint will be resolved.

Additionally, you are entitled to contact the Privacy Commissioner if you believe your privacy has been compromised. The office of the Federal Privacy Commissioner can be contacted on 1300 363 992 or [privacy@privacy.com.au](mailto:privacy@privacy.com.au)

## **How to contact us**

If you wish to discuss any aspect of our policy, or you wish to make a complaint, please contact us by email [admin@stewardsfoundation.com.au](mailto:admin@stewardsfoundation.com.au) or telephone our office (02) 9547 3110.