



**DIVA**  
FINANCIAL

*Your Future Reimagined*

## **PRIVACY POLICY (Collecting Customers Information)**

***Diva Financial understands that you value your privacy and wish to have your personal information kept secure. For these reasons, Diva Financial places a high priority on the security of the information we hold. We have developed this policy to inform you of how we manage your personal information and maintain its integrity and security.***

We are bound by the *Privacy Act 1988* and must comply with the National Privacy Principles. You can find more information about the Privacy Act and the National Privacy Principles on the Federal Privacy Commissioner.

While we believe in keeping your personal information highly secure, we also believe that you have the right to be informed about how we deal with that information so, if on reading this policy you are unclear on any of the matters or simply want more information, please contact us on the details provided.

### ***Collecting Personal Information***

We aim to collect personal information only if it is relevant and necessary to provide the service or product you have requested from *Diva Financial*.

In general, you can assume that we collect and hold the following information:

- Name
- Address
- Email address
- Telephone and fax number
- Financial Information
- Superannuation information
- 100 points identification

In most cases we will collect this information from you directly however in some cases we may purchase information from list owners or managers.

Naturally, we collect and hold a broad range of personal information gathered during the course of providing our analysis. However as stated above, we strive to ensure that we collect and hold only that personal information that is relevant and necessary to your specific matters.

### ***Purpose of Collection***

We collect information primarily to analyze your present circumstances and source the best suitable facility for your instruction.

We may also use the information to:

- Send newsletters to you.
- Invite you to seminars or events hosted by Diva Financial
- Inform you of products that can be purchased from Diva Financial
- Inform you of developments at Diva Financial and other services that we can provide.

### ***Third Parties***

The following third parties may have access to personal information:

- IT technicians may have access when providing on-site support although it is our practice for them to work under supervision.
- File storage service

We will not otherwise disclose information about you unless the disclosure:

- Is required by law.
- Is authorised by law; or
- You have consented to our disclosing the information about you

### ***Personal Information Quality***

We aim to ensure that your personal information is accurate, complete, and up to date. To assist us in this,

You need to provide true, accurate, current, and complete information about yourself as requested and properly update the information to us to keep it true, accurate, current and complete.

If you believe that the information is inaccurate or incomplete, please contact us and we will use all reasonable efforts to correct the information.

In the event that we do not believe the information to be incorrect, we will take reasonable steps to add a statement to the information claiming that you believe the information is not accurate, complete or up to date.

### ***Securing Your Personal Information***

We are committed to maintaining the security and confidentiality of the data you provide us, and we will take all reasonable precautions to protect your personal information from unauthorised disclosure, use or alteration.

We have the following security measures in place to protect your information:

- Afterhours access to the building is by mil key only access is monitored by video equipment on the ground floor and in the car park
- Our offices are also securely locked after hours
- All computers have password protection
- All computers linked to our internet are password protected and virus protected
- Our website is protected by firewall and

- Our employees all sign confidentiality agreements as part of being employed at Diva Financial.

### ***Accessing Your Personal Information***

You have a limited right to access all personal information that we hold about you. In limited circumstances, we may refuse your request to access, in which case, we will give you a reason for that refusal.

We are not required to provide access where:

- Denying access is required or authorised by law; or
- Providing access would be unlawful

### ***Changes to this Statement***

This privacy policy is not a static document. We may make changes to this Privacy Policy from time to time for any reason. We will publish these changes on our website.

### ***Contact Us***

If you would like further information regarding this Privacy Policy, if you have concerns about the information that we currently hold about you or any aspect of this Privacy Policy, please contact the Privacy Officer at

### **The Diva Financial Team**

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