

Escala Partners Privacy Policy

November 2020

Escala Partners Pty Ltd

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Escala Partners Pty Ltd is a
Corporate Authorised Representative of
Escala Wealth Management Pty Ltd
(AFSL 456207)

Escala Partners Pty Ltd (ABN 74 155 884 236) (Escala, use, we, our) is committed to protecting the privacy of the individuals with which it interacts (you, your) and maintains a policy of confidence concerning your personal information and credit information (Policy).

This Policy addresses how we deal with your personal information and credit information has been developed in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act).

By accessing the Escala website www.escalapartners.com.au (Website) or otherwise dealing with us you accept the terms of this Policy.

We may change this Privacy Policy from time to time by publishing changes to it on our website. Please check our website regularly to ensure that you are aware of any changes to this Privacy Policy.

1. HOW WE COLLECT YOUR PERSONAL INFORMATION

In order to provide financial services to you, we need to collect and retain some personal information. Personal information is understood to be any information or an opinion that reasonably identifies an individual. For example, this may include your name, email address and contact details.

Credit information is understood to be personal information that is collected in connection with a credit application. For example, this may include identification information, default information or repayment history information.

Wherever practicable, Escala will collect your personal information and credit information directly from you. We generally collect your personal information when we provide you with advice and dealing services, complete an application form for a financial product or submit your details to the Website. We may also collect personal information directly from you on the phone or via electronic means such as an email.

However, it may be necessary at times to collect personal information and credit information about you from other external sources, such as:

- related entities;
- third party suppliers and service providers in connection with providing our products and services;
- your employers;
- banks, financial institutions and other financial product providers
- fund managers;



- superannuation funds;
- Life insurance companies;
- your authorised representatives, such as executors or administrators;
- identity verification service providers; and
- your accountant or other advisors.

If we receive unsolicited personal information or credit information about you, we will assess whether we could have otherwise collected such information under the APPs and if we could not, we will securely destroy, delete or de-identify such information.

2. WHAT KIND OF INFORMATION WILL WE COLLECT?

In order to establish and administer your account, and to comply with relevant legislation, we may collect all or some of the following personal information or credit information from you:

- your full name, date of birth, gender and contact details including telephone, address, email and fax;
- copy of your driver's licence and /or passport for the purpose of verifying your identity and to ensure compliance with the Anti-Money Laundering and Counter-Terrorism Financing Act;
- your tax file number and bank account details for the purpose of administering your accounts;
- details about authorised signatories;
- details of your interactions with us;
- bank account details or credit or debit card details;
- information about dependants or family members;
- Medicare number or pension care numbers;
- Accounting and financial information;
- Occupation employment history and details;
- family commitments and social security eligibility;
- financial needs and objectives
- assets and liabilities (current and future), income, expenses;
- superannuation and insurance details;
- risk profile details;
- copies of any relevant trust deeds, partnership agreements, constitutions or articles of association, which may be relevant to comply with the Anti-Money Laundering and Counter-Terrorism Financing Act;
- details of services you are interested in and about your investment needs, for the purpose of gathering demographic information; and
- any other relevant information that you give us for the purposes of providing you with our products or services.

Only where it is required by law, we may collect personal information or credit information about you that is sensitive. (e.g. health information). Unless we are required or permitted by law to collect that information, we will obtain your consent and it will be destroyed when it is no longer needed for us to provide you with our services.

If we do not receive the personal or credit information requested, we may not be able to process or accept applications from you and may not



be able to fulfil our obligations to you. However, in certain instances you may be able to deal with us anonymously.

3. THE PURPOSES FOR WHICH PERSONAL INFORMATION IS COLLECTED, HELD, USED AND DISCLOSED

Generally, we only use personal and credit information about you for the purpose for which it was disclosed to us or related purposes which you would reasonably expect. The core purposes for dealing with your personal information in the context of the Escala business include:

- to establish and administer your investment accounts and your relationship with us;
- to communicate with you, including to send service, support and administrative messages, reminders, technical notes, updates, security alerts and information requested;
- to enable customers to access and use our website and services;
- to identify and control or minimise risks to our services;
- to enable us to monitor suspicious or fraudulent activity in relation to our services;
- to enforce compliance with our terms;
- to provide information to representatives and advisors, including lawyers and accountants, to help us comply with legal, accounting or security requirements; where we believe it is necessary to protect our legal rights, interests and the interest of others, including in connection with legal claims, compliance, regulatory and audit functions, preventions of fraud, ensuring data security;
- to comply with our legal obligations, resolve any disputes that we may have with any of our customers, and enforce our agreement with third parties;
- to enable us to inform you about new and existing products and services that will enhance our relationship with you. However, we do respect your right to ask us not to do this;
- to comply with our reporting and tax obligations;
- where relevant and applicable, to provide you with financial services and advice;
- to process any applications made by you;
- to handle any relevant enquiries or complaints;
- as required or authorised by law, including under the APPs; and for any purpose related to the above.

4. HOW WE STORE YOUR PERSONAL INFORMATION

We store your personal and credit information in a variety of ways which includes both electronic and paper form. The security of your personal and credit information is paramount, and we take reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification or disclosure. We do this in a number of ways including:

- document security policies including the use of firewalls, intrusion detection and virus scanning tools to stop viruses and unauthorised access to our systems;
- confidentiality requirements of our employees and contractors;
- security measures for access to our systems;



- restricting access to personal information only to persons who require access to carry out their responsibilities;
- destroy and de-identify data when it is no longer required;
- secured access to our offices; and
- electronic security systems such as firewalls and data encryption on our websites and servers.

However, we cannot guarantee the security of your information.

5. DISCLOSURE OF YOUR INFORMATION

There are circumstances under relevant privacy legislation where we are required to disclose certain information. For instance, we may be required to provide details to:

- Australian Government regulators such as the Australian Securities and Investments Commission (ASIC), the Australian Tax Office (ATO), the Australian Transaction Reports and Analysis Centre (AUSTRAC), and to other regulatory or government entities;
- Financial Australian Complaints Authority (AFCA);
- as required by a court order; and
- your spouse in accordance with the Family Law Act requirements.

In order to meet your needs and provide some investor and financial services, such as administering your accounts, it may be necessary to release information or provide access to external service providers, for instance:

- related entities;
- third party suppliers and service providers in connection with our products and services;
- specific third parties authorised by you to receive information held by us;
- any organisations involved in providing, managing or administering our products or services such as administrators, third party clearers, mail houses and software providers;
- contractors we have engaged to assist us in managing your accounts;
- auditors, consultants and other professional advisers;
- your financial adviser;
- any fund (administrator or trustee) to which your investment balance is to be transferred;
- banks or other financial institutions;
- superannuation funds;
- financial product issuer;
- anyone to whom our assets or business (or any part of them) are transferred;
- your legal personal representative, attorney or any other person who may be entitled to receive your account balance following your death and any person contacted to assist us in that process;



- other financial institutions (such as banks) who hold an account in your name, for example, where amounts have been transferred to or from that account;
- authorities investigating (or who could potentially investigate) alleged fraudulent or suspicious transactions in relation to your account including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

We may also provide some information to market research companies for the purpose of analysing our client base. We may provide our clients' contact details to market research companies to undertake research on behalf of Escala. For example, we may run investor satisfaction surveys, or run focus groups on proposed products or services. These agencies must return all records of this information to Escala. You can contact us at any time if you no longer wish us to use your personal information for marketing purposes.

We do not disclose any of your credit information to credit reporting bodies.

6. OVERSEAS DISCLOSURE

We may need to share some of your information (including credit information) with organisations outside Australia. In this regard, Escala has arrangements with parties in the United States of America and India. We will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the information, however you consent to the disclosure on the understanding that if the overseas recipient does handle your personal or credit information in breach of the APPs, we will not be liable under the Privacy Act and nor will you be able to seek redress under the Privacy Act.

You further understand that overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

7. DATA QUALITY – KEEPING YOUR PERSONAL INFORMATION UP TO DATE

Escala relies on the accuracy of the personal and credit information provided by its clients. We aim to ensure that it is accurate, up-to-date and complete. We will endeavour to prompt you to update your information when we have contact with you or by other means, however, if any of your details change, or you have any concerns regarding its accuracy you should contact us.

8. HOW YOU MAY ACCESS YOUR INFORMATION AND SEEK ITS CORRECTION

At your request, we will take reasonable steps to let you know, generally, what sort of personal and credit information we hold. Where you make such a request, a reasonable fee may be charged for the provision of this information if the request will create costs for us outside our day-to-day



business costs. This charge will not be excessive and will not be charged merely to lodge a request.

We will respond to your request for access to your information within a reasonable time after you make the request and if access is granted, access will be provided within 30 days from such request. Your request for correction will be dealt with within 30 days, or such longer period as agreed by you.

Our decision to grant you the requested access is subject to some exceptions allowed by law, for example:

- if providing access would be unlawful;
- if access would prejudice enforcement activities relating to criminal activities or a security function or
- denying access is required or authorised by or under an Australian law or a court/tribunal.

If access is denied, we will provide you with the reason why. To contact us about access to and correction of your personal information, please contact us using the contact details provided in this policy.

9. USING OUR WEBSITE AND COOKIES

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on your website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/ or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.

10. LINKS

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites and have no control over or rights in those linked websites. The privacy policy that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.



11. COMPLAINTS

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal or credit information, you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within 30 business days. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

If you are not satisfied with how we have dealt with your complaint you can contact the AFCA or the Office of the Australian Information Commissioner using any of the following details:

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001
(Australia)
Online: www.afca.org.au
Email: info@afca.org.au
Tel: 1800 931 678

Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
www.oaic.gov.au

12. CONTACTING ESCALA

If you have any questions relating to this privacy statement, wish to opt out of marketing communications, or access or correct your personal information, or if you have any concerns about the way in which we have handled your personal information, please do not hesitate to contact us;

The Privacy Officer
Escala Partners Pty Ltd
Level 19, 90 Collins Street
Melbourne VIC 3000
Tel: 61-3-8651 2600
Email: pep.perry@escalapartners.com.au

