

Privacy Policy

Ganes Capital Management Ltd

1. INTRODUCTION

This Policy applies to Ganes Capital Management Ltd [ACN 102 319 675] (referred to as 'Ganes', 'we', 'our', 'us') and extends to and covers all operations and functions of that organisation.

All third parties (including clients, suppliers, sub-contractors, or agents) that have access to or use personal information collected and held by Ganes must abide by this Privacy Policy. Ganes makes this Policy available free of charge and can be downloaded from its website [www.ganescapital.com.au].

This Policy outlines Ganes's obligations to manage and protect personal information. Ganes is bound by the Australian Privacy Principles ('APPs') and the *Privacy Act 1988* ('Privacy Act'). This Policy also outlines Ganes's practices, procedures and systems that ensure compliance with the Privacy Act and the APPs.

In this Privacy Policy:

- 'Disclosing' information means providing information to persons outside Ganes;
- 'Individual' means any persons whose personal information we collect, use or disclose.
- 'Personal information' means information or an opinion relating to an individual, which can be used to identify that individual;
- 'Privacy Officer' means the contact person within Ganes for questions or complaints regarding Ganes's handling of personal information;
- 'Sensitive information' is personal information that includes information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record, and also includes health information; and
- 'Use' of information means use of information within Ganes.

2. WHAT KIND OF PERSONAL INFORMATION DO WE COLLECT AND HOLD?

We may collect and hold the following kinds of personal information about individuals:

- name
- address
- phone numbers
- email addresses
- tax file numbers
- bank account details
- any other information that is relevant to the services that we provide.

We may also obtain copies of original documents including passport and driver's licence to verify a new client's identity as required by law.

3. HOW WE COLLECT PERSONAL INFORMATION

We generally collect personal information directly from the individual. For example, personal information will be collected when an individual opens an account with us, visits our website, or sends us correspondence. Sometimes we may collect personal information about the individual from a third party. When we are provided with personal information from a third party, we will take reasonable steps to ensure that the individual is or has been made aware of the matters set out in this Privacy Policy.

If the personal information we request is not provided, we may not be able to provide customers with the benefit of our services, or meet an individual's needs appropriately.

Ganes does not give individuals the option of dealing with them anonymously, or under a pseudonym. This is because it is impractical for Ganes to deal with individuals who are not identified.

4. UNSOLICITED PERSONAL INFORMATION

Ganes may receive unsolicited personal information about individuals. Ganes's employees are required to notify the Privacy Officer of all unsolicited personal information received by them. We destroy or de-identify all unsolicited personal information, unless the personal information is relevant to Ganes's purposes for collecting personal information.

5. ABOUT WHOM DO WE COLLECT PERSONAL INFORMATION?

The personal information we may collect and hold includes (but is not limited to) personal information about the following individuals:

- customers;
- potential customers;
- service providers or suppliers;
- prospective employees, employees and contractors; and
- other third parties with whom we come into contact.

6. WEBSITE COLLECTION

We collect personal information from our web site (www.ganescapital.com.au) when we receive emails and online forms. We may also use third parties to analyse traffic at that web site, which may involve the use of cookies. Information collected through such analysis is anonymous.

7. WHY DOES GANES COLLECT AND HOLD PERSONAL INFORMATION?

We may use and disclose the information we collect about an individual for the following purposes:

- to assist Ganes in providing a product or service to an individual;
 - to consider and assess an individual's request for a product or service;
 - to provide an individual with information about a product or service and invite an individual to marketing events;
 - to protect our business and other customers from fraudulent or unlawful activity;
 - to conduct our business and perform other management and administration tasks;
 - to consider any concerns or complaints an individual may have;
 - to manage any legal actions involving Ganes;
 - to comply with relevant laws, regulations and other legal obligations; and
 - to help us improve the products and services offered to our customers, and to enhance our overall business.
-

8. HOW MIGHT WE USE AND DISCLOSE PERSONAL INFORMATION?

Ganes may use and disclose personal information for the primary purposes for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in other circumstances authorised by the Privacy Act.

We use and disclose personal information for the purposes outlined in section 7 above. Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the individual agrees otherwise, or where certain other limited circumstances apply (e.g. if required by law).

We engage other people to perform services for us, which may involve that person handling personal information we hold. In these situations, we prohibit that person from using personal information about the individual except for the specific purpose for which we supply it.

9. TO WHOM MIGHT WE DISCLOSE PERSONAL INFORMATION?

We may disclose personal information to:

- a related entity of Ganes;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, debt collectors or other advisors;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing our payments, payment merchants and other financial institutions such as banks;
- regulatory bodies, government agencies, law enforcement bodies and courts; and
- anyone else to whom the individual authorises us to disclose it or as required by law.

We may also collect personal information from these organisations and individuals, and will deal with that information in accordance with this Policy.

10. SENDING INFORMATION OVERSEAS

We will only send personal information to recipients outside of Australia if we have:

- obtained the individual's consent (in some cases this consent will be implied); or
- otherwise complied with the Act and the APPs.

We will not send personal information to recipients outside of Australia unless:

- we have taken reasonable steps to ensure that the recipient does not breach the Act, or the APPs;
- the recipient is subject to an information privacy scheme similar to the Privacy Act; or
- the individual has consented to the disclosure

11. MANAGEMENT OF PERSONAL INFORMATION

Ganes recognises how important the security of personal information is to clients. We will at all times seek to ensure that the personal information we collect and hold is protected from misuse, loss, unauthorised access, modification or disclosure. Ganes employees must respect the confidentiality of the personal information we collect.

Personal information is generally held in client files. Information may also be held in a computer database. Computer-based information is protected through the use of access passwords.

Ganes performs all employment procedures, including application and termination processes, in a confidential manner. All individual job attributes, such as classification information and salaries, are confidential.

Where we no longer require the personal information for a permitted purpose under the APPs, we will take reasonable steps to destroy it.

12. DIRECT MARKETING

Ganes does not use personal information for the purposes of direct marketing, unless:

- the personal information does not include sensitive information; and
- the individual would reasonably expect us to use or disclose the information for the purpose of direct marketing; and
- we provide a simple way of opting out of direct marketing; and
- the individual has not requested to opt out of receiving direct marketing from us.

If the individual would not reasonably expect us to use or disclose the information for the purpose of direct marketing, we may only use or disclose that information for direct marketing if the individual has consented to the use or disclosure of the information for direct marketing or it is impracticable to obtain that consent.

In relation to sensitive information, Ganes may only use or disclose sensitive information about an individual for the purpose of direct marketing if the individual has consented to the use or disclosure of the information for that purpose.

Individuals have the right to request to opt out of direct marketing and we must give effect to the request within a reasonable period of time.

Individuals may also request that Ganes provides them with the source of their information. If such a request is made, Ganes must notify the individual of the source of the information free of charge within a reasonable period of time.

13. IDENTIFIERS

We will not use identifiers assigned by the Government, such as a tax file number, Medicare number or provider number, for our own file recording purposes, unless one of the exemptions in the Privacy Act applies. Ganes endeavours to avoid data-matching, being the comparison of data collected and held for two or more separate purposes in order to identify common features in relation to individuals, as a basis for further investigation or action in relation to those individuals.

14. HOW DO WE KEEP PERSONAL INFORMATION ACCURATE AND UP-TO-DATE?

Ganes is committed to ensuring that the personal information it collects, uses and discloses is relevant, accurate, complete and up-to-date.

We encourage individuals to contact us to update any personal information we hold about them. If we correct information that has previously been disclosed to another entity, we will notify the other entity within a reasonable period of the correction. Where we are satisfied information is inaccurate, we will take reasonable steps to correct the information within 30 days, unless you agree otherwise. We do not charge individuals for correcting the information.

15. YOU HAVE THE ABILITY TO GAIN ACCESS TO YOUR PERSONAL INFORMATION

Subject to the exceptions set out in the Privacy Act, individuals may gain access to the personal information that we hold about them by contacting the Ganes Privacy Officer. We will provide access within 30 days of the individual's request. If we refuse to provide the information, we will provide reasons for the refusal.

An individual's request for access to his or her personal information will be dealt with by allowing the individual to look at his or her personal information at the offices of Ganes. We will require identity verification and specification of what information is required. An administrative fee for search and photocopying costs may be charged for providing access.

16. UPDATES TO THIS POLICY

This Policy will be reviewed from time to time to take account of new laws and technology, and changes to our operations and the business environment.

17. RESPONSIBILITIES

It is the responsibility of management to inform employees and other relevant third parties about the Ganes Privacy Policy. Management must ensure that they advise Ganes's employees and other relevant third parties of any changes to the Privacy Policy.

It is the responsibility of all employees and other relevant parties to ensure that they understand and comply with this Privacy Policy.

18. PRIVACY TRAINING

All new employees are provided with timely and appropriate access to Ganes's Privacy Policy.

19. INCIDENTS/COMPLAINTS HANDLING

Individuals can make a complaint to Ganes about the treatment or handling of their personal information by lodging a complaint with the Privacy Officer.

20. CONTRACTUAL ARRANGEMENTS WITH THIRD PARTIES

Ganes must ensure that all contractual arrangements with third parties adequately address privacy issues. Ganes will make third parties aware of this Privacy Policy.

Third parties will be required to implement policies in relation to the management of an individual's personal information in accordance with *the Privacy Act*. These policies include:

- regulating the collection, use and disclosure of personal and sensitive information;
 - de-identifying personal and sensitive information wherever possible;
 - ensuring that personal and sensitive information is kept securely, with access to it only by authorised employees or agents of the third parties; and
 - ensuring that the personal and sensitive information is only disclosed to organisations which are approved by Ganes.
-

21. ENQUIRIES

If you have any questions about our privacy procedures, or if you wish to make a complaint about how we have dealt with your personal information you may lodge a complaint with us in any of the following ways:

- by telephoning – [1300 766 916]
- by writing to – Ganes Privacy Officer, [PO Box 3512, Newmarket QLD 4051]
- by emailing – [admin@ganescapital.com.au]

22. WHAT IF I AM NOT SATISFIED WITH THE RESPONSE?

If you are not satisfied with the result of your complaint to Ganes you can also refer your complaint to the Office of the Australian Information Commissioner.

You can contact the Office of the Australian Information Commissioner:

- by telephoning - 1300 363 992
 - by writing to - Director of Complaints, Office of the Australian Information Commissioner, GPO Box 5218, SYDNEY NSW 2001
 - by emailing - enquiries@oaic.gov.au
-