

Privacy policy

Quadrant Advisory

September 2016

COLLECTION

- We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the services you are seeking. The kinds of information we typically collect include your name, address, contact details, age and information about your personal affairs, including assets and personal belongings. We may also collect and hold sensitive information about you, including information about your health and wellbeing.
- Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. We may also collect personal information about you from third parties acting on your behalf (for instance, dealers, brokers, solicitors or financial advisers).
- There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.
- If you access our website, we may collect additional personal information about you in the form of your IP address or domain name. Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our privacy policies and procedures.

PURPOSE OF COLLECTION

- The personal information that we collect and hold about you, depends on your interaction with us. Generally, we may collect, use and hold your personal information for the purposes of :
 - providing our services to you;
 - providing you with information about other services that we offer that may be of interest to you;
 - providing you with marketing information including new services and special offers, events or articles that may be of interest to you;
 - sending you requested policy information and promotional material and to enable us to manage your ongoing requirements, including renewals and our relationship with you;
 - providing you with information relevant to your type of business or other area of expertise or interest;
 - providing you with the opportunity to meet other people and attend seminars and conferences in your type of business, or other areas of expertise or interest;
 - facilitating our internal business operations, including the fulfillment of any legal requirements;
 - analysing our services and customer needs with a view to improving those services;
 - dealing with enquiries or complaints; and
 - contacting you to provide a testimonial for us.
- We always give you the option of electing not to receive direct marketing communications from us in the future. You can unsubscribe by notifying emailing guinevre.burns@quadrantadvisory.com.au.

The Quadrant
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USE AND DISCLOSURE

- Generally, we only use and disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:
 - our related entities to facilitate our and their internal business processes;
 - third party service providers, who assist us in operating our business (including credit reporting bodies and technology service providers), and these service providers may not be required to comply with our privacy policy. These providers may be based overseas or use overseas infrastructure to perform services for us;
 - a purchaser of the assets and operations of our business; and
 - our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions.
- In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance where you would reasonably expect us to and the purpose is related to the purpose of collection).

YOUR CONSENT

- By providing us with your information you consent to the collection and use of the information you have provided to us for the purposes described above.

SECURITY

- We store your personal information in different ways, including in paper and electronic form. The security of your personal information is important to us. We take reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, interference, modification or disclosure, including electronic and physical security measures.

ACCESS AND CORRECTION

- Upon receipt of a written request from you and with enough information to allow us to identify you as the owner of the information, we will disclose to you the personal information we hold about you. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making a request for access).
- We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable or unlawful to provide those reasons).
- If, upon receiving access to your personal information, or at any other time, you believe the personal information we hold about you is incomplete or out of date, please notify us immediately. We take steps to update or change personal information we hold about you should we agree that the information we hold is inaccurate. We do not charge for processing a request to change your personal information.
- If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint.
- Should you wish to access, update or change your personal information, please put your request in writing to: guinevre.burns@quadrantadvisory.com.au

COMPLAINTS AND FEEDBACK

- If you have concerns about whether we have complied with the Privacy Act or this Privacy Policy when collecting or handling your personal information, please email us on: guinevre.burns@quadrantadvisory.com.au.
- We will consider your complaint through our internal complaints resolution process and we will try to respond with a decision within 30 days of you making the complaint. If you are not happy with our response, you may complain directly to the Federal Information Commissioner.