

## ▶ Privacy Policy

The Privacy Act specifies your rights as a Maritime Super member in relation to your personal information. Your privacy is important to us. If you call us regarding your account, you should expect to be asked some questions to identify yourself, so we don't give your information to anyone else but you.

“ Maritime Super and Maritime Financial Services are subject to the Privacy Act 1988, which sets out how private sector organisations should collect, use, store and disclose personal information ”

### Collection, use and disclosure of your personal information

Maritime Super (the Fund) and Maritime Financial Services (MFS) as the administrator of the Fund collect and use your personal information in order to administer your superannuation account, provide you with information about products and services available to you as a member of the fund, undertake research to improve our services and provide financial services to you.

The personal information we may collect includes, but is not limited to, your full name, date of birth, contact details, tax file number, salary details and your nominated beneficiaries. We may also collect health or medical information when arranging insurance or processing a claim.

We will collect this information when you join the Fund, when you apply for insurance or make a claim, or when you access your benefit. Maritime Super will collect this information directly from you wherever possible, but we may also collect information from your employer (for example, contribution information) or your medical practitioner (if you are seeking insurance or making a claim), and we will collect some personal information when you use the Maritime Super website. From time to time, we may contact you to let you know about our products and services or special promotions or to provide information that we think you may be interested in. You can always opt out of receiving these communications by contacting Member Services or updating your details online.

If you choose not to provide this information, we may be unable to properly administer your account.

You can choose to deal with the Fund anonymously, however this may not always be practicable.

The information we collect will only be used for lawful purposes. Maritime Super handles your personal information in accordance with the Australian Privacy Principles. We will only use or disclose your personal information for the purpose for which it was collected.

### Disclosing your personal information

Maritime Super may disclose your personal information to a number of parties such as your employer, Maritime Super's financial adviser, administrators, lawyers, actuaries, mailing companies, research organisations, auditors, information technology providers, insurers, health professionals, investigators, the trustee or provider of any fund the member's benefits are transferred to, external complaints resolution bodies, government institutions or as required by law and/or as authorised by the member.

Where your personal information is disclosed to service providers, Maritime Super will seek to ensure that the service provider will handle your personal information in accordance with the Australian Privacy Principles.

### Accessing your personal details

You may access your personal information from Maritime Super by completing a *Request to access information form*, which you can find on our website or obtain by calling Member Services on 1800 757 607. If you call us we will need you to answer questions designed to protect your personal information. There are some circumstances in which access to your personal information may be denied under the law.

Your data is also held on the Fund's website. This information is accessible only after you have properly logged in using your personally generated password.

### Keeping your personal details up to date

Maritime Super will take reasonable steps to ensure the information we collect, use and disclose is accurate, complete and up to date.

Please contact Member Services if you believe the personal details we hold in respect of you are incorrect or incomplete. This is important, because if the information is not complete, you will have problems withdrawing or transferring your money.



## Ensuring security of information

Maritime Super uses all reasonable precautions to protect your information from misuse, unauthorised access or disclosure.

All member information is protected from unauthorised access through the use of user log-ins, secure passwords, and other security measures.

Member data held on the Fund's website is protected by an encryption system for security. We do not send any of your personal information overseas.

## Browsing the Maritime Super website

When you browse the Maritime Super website, our service provider monitors traffic patterns and collects the following information for statistical purposes:

- your server address
- top level domain name (e.g. .com, .gov, .au, etc)
- the date and time of your website visit
- the pages you looked at
- the documents you downloaded
- the previous site you visited; and
- the type of browser you used.

This information does not identify any individual personally but does provide statistics that we can use to analyse and improve our website and to better serve our members.

Maritime Super will only record your email address if you provide it to us on a form or if you send us an email.

## If you have a complaint

Any complaints regarding breach of privacy should be made using the Fund's internal complaints procedure.

Initially, contact may be made by phone to Member Services. Clearly state the problem and the resolution you seek, making sure that you have all the facts and documents you need to support your position.

If the problem cannot be resolved with a phone call, please set out the details of the problem in a letter and fax or email it to:

The Complaints Officer - Maritime Super

Address: Locked Bag 2001  
QVB Post Office NSW 1230

Fax: 02 9261 3683

Email: [maritimesuper@maritimesuper.com.au](mailto:maritimesuper@maritimesuper.com.au)

The Complaints Officer deals with all complaints about Maritime Super and MFS. If you lodge a complaint, you should expect to receive a response within a week. If your complaint is about MFS, we will attempt to resolve it within 45 days (and will advise you if we require longer). For all complaints, you should receive advice of an outcome within 90 days. We will try to reach a satisfactory decision to the extent that the Fund rules and legislation allow.

If you are unhappy with the outcome from Maritime Super's internal complaints procedure, you can take your complaint to the Office of the Privacy Commissioner, which is an independent Government Office.

Director of Compliance - Office of Federal Privacy Commissioner

Address: GPO Box 5218  
Sydney NSW 2001

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)



**Toll Free**  
1800 757 607  
8.30am - 5.30pm AEST



**Email**  
[info@maritimesuper.com.au](mailto:info@maritimesuper.com.au)



**Website**  
[www.maritimesuper.com.au](http://www.maritimesuper.com.au)



**Fax**  
02 9261 3683



**Mail**  
Locked Bag 2001  
QVB Post Office NSW 1230

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This publication is current at date of issue and may be subject to change. The Fund is Maritime Super ABN 77 455 663 441, and the Trustee is Maritime Super Pty Limited ABN 43 058 013 773.