



# PRIVACY STATEMENT

The Trustee is required to comply with the National Privacy Principles (NPPs) established by the Privacy Commissioner under the Commonwealth's *Privacy Amendment (Private Sector) Act 2000*. These Principles set out in detail the measures that must be taken to safeguard against the misuse of personal information held by organisations.

The purpose for which the Trustee collects personal information is to:

- Process your application and requests
- Administer your member account and provide you with benefits and options
- Conduct research about how to improve Fund services and products.

The personal information held in respect of members of the Fund generally comprise only those details necessary to establish members' entitlements in the Fund and enable the Fund to comply with the law (eg Anti-Money Laundering and Counter Terrorism Financing). Those details include full name, gender, date of birth (for identification purposes and to establish benefit entitlements), residential and postal addresses, employment details such as employer's name and commencement date together with a record of transaction (for example, contributions made) and details of benefit entitlements.

If you choose not to give us your personal information, we may not be able to provide you with all of the benefits of the Fund or cash out, rollover or transfer your benefit. Unless required or authorised by law, we will only provide your personal information to authorised service providers who use the information to administer your account and provide services to you, such as to an insurance company that provides you with insurance cover.

In some cases, additional information will be held which is more sensitive and hence subject to greater security. This might include Tax File Numbers and in some cases:

- Medical information provided or obtained in support of an application for payment of an invalidity benefit; or
- Death certificates; or
- Documents submitted to establish spouse entitlements.

The policies adopted by the Trustee in order to comply with the NPPs are set out in a Privacy Policies document.

Full details of the measures taken by the Trustee to protect your privacy are set out in the Trustee's Privacy Policy, a copy of which can be obtained from Member Services.

Members have access to the personal information that is held in relation to them personally, with certain exceptions authorised or required by law. Application for release of that information should be made to Member Services. Depending on circumstances, a fee may be payable for provision of that information.

If you are not satisfied that adequate precautions are being taken to protect your personal information, you may make a formal complaint. The Trustee prefers for the complaint to be made in writing and addressed to:

## Complaints Resolution Officer

FuturePlus Super  
PO Box N835  
Grosvenor Place NSW 1220

The Complaints Resolution Officer will investigate your complaint and provide a full response to your complaint as quickly as possible. If you are not satisfied with that response you may then refer your complaint to the Commonwealth Privacy Commissioner. The Commissioner's office can be contacted by phone on 1300 363 992 or by writing to:

## The Privacy Commissioner

GPO Box 5218  
Sydney NSW 2001

The entire text of the National Privacy Principles is available online at [www.privacy.gov.au](http://www.privacy.gov.au).

## TRUSTEE INFORMATION

Please note that the information contained in this document is of a general nature only and is not for personal advice and has not taken into account your personal objectives, financial situation or needs. Any advice in this document is provided by Chifley Financial Services Limited (ABN 75 053 704 706), as an Australian Financial Services Licensee (AFSL 231 148). Chifley Financial Services Limited is an APRA Registrable Superannuation Entity Licensee (RSEL: L0001120) and the trustee of FuturePlus Super (ABN 76 829 356 693). FuturePlus Super is a Registered Superannuation Entity (RSE: R1004366). Chifley Financial Services Limited is co-owned by the Local Government Superannuation Scheme, the Energy Industries Superannuation Scheme and Unions NSW.

Members should not rely solely on this information and should consider their own personal objectives, financial situation and needs before acting on this information. Prior to making any decision you should obtain and consider the relevant Product Disclosure Statement (PDS) pertaining to your membership.

## Member Services enquiries

FuturePlus Super  
PO Box N835  
Grosvenor Place NSW 1220  
website: [www.futureplussuper.com.au](http://www.futureplussuper.com.au)

Phone: 1800 067 059  
(8.30 am – 5.00 pm Mon – Fri)  
enquiries: [info@futureplussuper.com.au](mailto:info@futureplussuper.com.au)