

# PRIVACY POLICY



**CHARTER** MARKETS

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## PRIVACY POLICY

Chartermarkets Pty Ltd (**'Chartermarkets'**) recognizes the importance of your privacy and abides by the Australian Privacy Principles (APP) contained in the Privacy Act 1988 (Cth). We will take reasonable steps to ensure that all information we collect or use is accurate, complete, and up to date and stored in a secure environment and is accessed only by authorized personnel for permitted purposes.

Your privacy is important to us. This statement outlines our policy on how we manage the personal information we hold about our customers, shareholders and others.

We may collect information from you such as your name, address, phone number, email address, age and information regarding products and services you inquire about or trade with us. This information may come from your application form, when you open and maintain an account with us, when you use our products and services, when you call us or visit our website to inquire about a financial product or service offered by us.

We may also use your contact details to send you information about us, including information about our products and services. Please notify us if you do not wish us to send you information on our products or services and we will give you the opportunity to choose not to receive any more information of that sort from us.

We may exchange information with, or disclose your personal information to:

- our related bodies corporate, agents, employees and representatives, either in Australia or overseas (where we disclose information overseas, we will take reasonable steps to ensure that you have the same level of privacy protection as you would have here in Australia);
- financial institutions and other similar organizations in connection with our corporate activities or that are nominated by you;
- external service providers and professional advisers that provide services to us;
- any organization which you request us to or any persons acting on your behalf, including your financial adviser, broker, solicitor or accountant.

We may make enquiries as to your identity and other personal details as required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. Your personal information will be treated strictly in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth) and the 'private sector amendments' contained in the Privacy Amendment (Private Sector) Act 2000 (Cth).

We may use this information for internal or marketing purposes and we may provide some information to credit reference agencies or service providers to confirm your credit rating.

We may record telephone conversations between you and persons working for us. Such recordings, or transcripts from such recordings, may be used to resolve any dispute between you and CharterMarkets.

CharterMarkets' website uses cookies. A cookie is a small amount of data which often includes a unique identification number or value that is sent to your browser from a website's computer and



stored on your computer's hard drive. This information is used to evaluate and improve the performance of our websites. We do not collect any information about you through our website unless you provide the information to us. We collect statistical information about visitors to our websites such as the number of visitors, pages viewed, types of transactions conducted, time online and documents downloaded.

Except as set out above, we will not disclose your Personal Information unless permitted to do so by law or by regulatory requirements. We may also be required to provide your personal information to the Australian Securities & Investments Commission, AUSTRAC, the Australian Taxation Office and other regulatory and government bodies from time to time in Australia.

If you wish to access or modify Personal Information which we hold about you or request its removal from our records, please contact us by phone or email:

Email: [enquiies@chartermarkets.com.au](mailto:enquiies@chartermarkets.com.au)  
Phone: 07 3063 7210

If you are unhappy with any aspect of our collection or use of your information, please contact the Customer Sales and Support Office:

Email: [enquiries@chartermarkets.com.au](mailto:enquiries@chartermarkets.com.au)  
Phone: 07 3063 7210

CharterMarkets may make changes to this Privacy Policy from time to time for any reason.

This privacy policy is dated 1<sup>st</sup> January 2020.