

Australian Financial Market Services Pty Ltd

ACN 115 752 102

Your Privacy

Central to Australian Financial Market Services Pty Ltd (**'Australian Financial Market Services'**) success is our commitment to our current and potential customers. We honour our obligation to respect and protect the privacy of the personal information of individuals with whom we deal.

The Information We Collect

The types of personal information that Australian Financial Market Services collects will depend on the nature of your dealings with us.

Whenever it is reasonable and practicable to do so, we only collect information about you, directly from you.

We only collect personal information about you which is reasonably necessary to:

- provide you quality products or services
- consider applications and approaches you make to us
- maintain your contact details.

If we do not collect this information from you we will not be able to provide you with our products and services.

We generally hold personal information relating to:

- the products and services we provide or have provided to you
- your financial interests and sometimes your financial position
- your contact details.

We do not generally collect sensitive information about you unless required by applicable laws or rules. Sensitive information includes information relating to:

- race
- political or religious beliefs
- sexual preferences
- criminal convictions
- membership of professional or trade associations or unions
- health.

How that Information is Used

Australian Financial Market Services will use the personal information we collect to provide you with the required product or service and to enhance the financial service relationship we have with you. To enable us to do this we may share your personal information with one of our related companies in the Australian Financial Market Services Group or a company with whom Australian Financial Market Services has a commercial arrangement which provides services to Australian Financial Market Services' customers.

Customer information may also be used for providing a service requested by you, planning, product development and research purposes.

We only use and disclose personal information about you for the purpose for which it was disclosed to us or related purposes which would reasonably be expected, without your permission.

For example, we may from time to time use your personal information to inform you of other products and services which we expect may be of interest to you. However, we do respect your right to ask us not to do this.

We may need to disclose your personal information to a third party for a number of reasons, they may include:

- Mail service providers for the mailing of information.
- Organisations with whom we have a contractual arrangement to provide our customers with online stockbroking, margin forex or Contract for Difference services. Customer information may be collected by Australian Financial Market Services on behalf of the company and disclosed to the company as authorised by the customer in the relevant Terms and Conditions.
- Organisations who provide loan facilities to customers for membership systems.
- Credit reporting agencies when seeking credit reports in connection with the establishment of certain financial services and the collection of any overdue payments.

We may also access and use information provided by our customers who trade with one of our online stockbroking, margin forex or Contract for Difference providers. This permits us to review the volume of trading undertaken by a customer, their trading patterns and ensure referral fees have been correctly paid.

We may also obtain and retain trading information from our customers who enter competitions.

We may from time to time be required to provide that information to a regulatory authority eg. Australian Securities & Investments Commission or some other Commonwealth government agency eg. the Australian Taxation Office or to a court in response to a subpoena.

Keeping that Information Secure

We store your personal information in different ways, these include both paper and electronic. We use security procedures and the latest technology to protect the information we hold. Access to and use of personal information within Australian Financial Market Services is limited to prevent misuse or unlawful disclosure of the information.

If other organisations provide support services, we require them to appropriately safeguard the privacy of the information provided to them.

Cookies

A cookie is a small data file that contains information about your visit to a web site. "Session" cookies exist only for the duration you are connected to our website.

These cookies are necessary to verify your identity during your visit. Once you exit the web site, the session cookie is removed.

We also use "persistent cookies" to track your visits within our site for the purpose of convenience when browsing our web site. Australian Financial Market Services uses persistent cookies to store information of which you are aware and have agreed to (such as which postings you have read on the forum.)

Most browsers are initially set up to accept cookies. If you are concerned about receiving cookies you can reset your web browser program to refuse all cookies or to warn you before accepting cookies. If you have set your browser to warn you before accepting cookies, you will receive the warning message with each cookie.

Australian Financial Market Services cannot guarantee or accept responsibility for the privacy practices or the content of web sites to which we provide links.

Traffic Monitoring

As well as collecting information such as contact and address details, our servers will also record traffic statistics such as the number of visitors to our site, the date and the time of the visits, the numbers pages viewed, etc. These details are primarily used for optimising our site and its performance. Any details recorded are anonymous and we cannot link your identity to these statistics.

We may also record telephone conversations for the purposes of staff training, compliance monitoring and ensuring orders that have been taken from customers are passed correctly to the issuer of that product.

Accuracy of Records

We take all reasonable steps to ensure that all information we hold is as accurate as is possible. You are able to contact us at any time and ask for its correction if you feel the information we have about you is inaccurate or incomplete.

Links

From time to time Australian Financial Market Services may provide access to external websites through links provided on our websites. Be aware when you access one of these websites, we are not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

Access to Information

If you would like to access the personal information that we hold about you simply contact our Privacy Officer on (08) 9442 3100 or contact us via our feedback email.