

# Privacy Policy

## Your Privacy

Various privacy laws impact on the way in which the Trilogy Funds Group (including Trilogy Funds Management Limited ABN 59 080 383 679 AFSL 261425) (we, us and our) and each of the schemes of which we are the responsible entity or trustee, operate. These laws include the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (**Privacy Act**).

Your privacy is important to us and we are committed to managing your personal information responsibly and in accordance with our legal obligations including the requirements of the Privacy Act and with the Australian Privacy Principles. These laws and principles regulate, among other things, the way we collect, use, disclose, keep secure, and give you access to your personal information.

In order to provide our services to you, we need to collect and retain some personal information. This allows us to process applications, administer accounts and provide you with information. We may also use your personal details to communicate with you about products and services and comply with relevant laws. We consider all information about you to be private and confidential.

This Privacy Policy sets out the type of information we collect and how we collect, store, use and disclose your personal information. We recommend that you read it carefully.

You are not required to provide us with your personal information, but if you do not do so we may not be able to provide you with our products or services.

If you apply for or accept any of our products or services or otherwise provide us with your personal information, you agree to your information being collected, held, used and disclosed as set out in this Privacy Policy. We may revise this Privacy Policy from time to time by placing the revised Privacy Policy on our website or otherwise notifying you of the change.

## Our Policy on Collection

### What kind of information will we collect?

To establish and administer investments in, or borrowings from, a scheme and provide information about our products and services, and to comply with relevant legislation, we may collect the following personal information:

- full name, date of birth, gender and contact details including telephone, address, e-mail and fax;
- copy of a driver's licence and /or passport (or the identification details contained therein) or other identification documentation for the purpose of verifying identity and to ensure compliance with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) (**AML/CTF Act**) and/or other legislation and regulations regarding identification verification, and tax reporting and withholding;
- tax file number and bank account details for the purpose of administering investor accounts and tax reporting and withholding;
- investor contribution details and investment choice;
- details about authorised signatories;
- photographic images and video recordings;
- detailed contact information about a financial adviser;
- copies of any relevant trust deeds, partnership agreements or constitutions, which may be relevant to comply with the AML/CTF Act;
- any information relating to your credit worthiness, including your income, debt and assets;

- information received via the data base of a Credit Reporting Body (**CRB**), including information relating to your credit report and credit score; and
- other information related to the product or service you are seeking, or the relationship between yourself and Trilogy Funds, including your occupation, and professional experience and qualifications.

It may, on occasion also be necessary to obtain other details, including information relating to powers of attorney or for probate and estate administration and in relation to beneficial owners or related parties.

### From whom do we collect this information?

Wherever practicable, we will collect information about individuals from those individuals. However, it may be necessary at times to collect information about individuals from other external sources, such as:

- a financial adviser or broker;
- authorised representatives, such as executors or administrators;
- CRBs;
- suppliers or consultants; and
- identification verification service providers.

### Information we collect from the web

We currently operate a website, at [www.trilogyfunds.com.au](http://www.trilogyfunds.com.au). Our web server (i.e. the computers that house our website) has the capacity to collect the following types of information for statistical purposes:

- the number of users who visit the website;
- the number of pages viewed; and
- traffic patterns.

This is anonymous statistical data and no attempt is made to identify users or their browsing activities. This data is used only to evaluate our website performance and to improve the content we display to you.

Other information, such as browser type, is included in a 'cookie' that is sent to your computer when you complete certain tasks on our website. A cookie contains bits of information that enables our servers to identify and interact efficiently with your computer.

Cookies are designed to provide a better, more customised website experience, and to make it easier for you to use our website. You can configure your computer to accept or reject cookies. Please refer to our Cookie Policy located at [www.trilogyfunds.com.au/policies/](http://www.trilogyfunds.com.au/policies/) for further information.

### Sensitive information

Sensitive information includes information or opinion about an individual's racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record, provided the information or opinion otherwise meets the definition of personal information. We will only collect sensitive information with your consent.

### Security on our system

We store your information both electronically, via our secure IT servers and cloud storage (located in Australia), and physically. We take reasonable steps to ensure your information is protected from misuse, loss and unauthorised access, modification or disclosure through the use of secure passwords, user log-ons or other security procedures, including network fire walls, encryption, physical security and the implementation of company-wide information security policies. Developments in security and encryption technology are reviewed regularly.

## Our Policy as to use Disclosure

### How is personal information used?

The reason for the collection of your personal information depends on the product or service you are seeking, or the relationship between yourself and Trilogy Funds. Generally, we only use and disclose personal information for the purpose for which it was disclosed to us or related purposes which would reasonably be expected. Those purposes include:

- for assessing your application and to establish and administer an investor's investment account and their relationship with us;
- for communication purposes;
- for assessing your credit worthiness and any application for finance;
- for assessing your suitability for a lease agreement, and, if a lease is entered, for lease management purposes including risk management purposes such as claims management;
- to comply with our record-keeping, reporting, and tax obligations;
- to protect legal rights and comply with legal obligations;
- to comply with our AML/CTF Act obligations;
- to prevent fraud and abuse;
- for direct marketing and social functions, which may include target advertising, providing information about other products and services, and anonymising your data for purposes such as marketing new products and services and campaign development; and
- to handle any relevant enquiries or complaints.

### To whom may we disclose your personal information?

#### Required by law

We may be required by law to disclose personal information. For instance, we may be required to provide details to:

- Australian Government regulators such as the Australian Securities and Investments Commission (**ASIC**), Australian Tax Office (**ATO**), Australian Transaction Reports and Analysis Centre (**AUSTRAC**) and to other regulatory or government entities;
- Australian Financial Complaints Authority (**AFCA**);
- as required by a court order;
- to other regulatory or governmental entities outside of Australia as may be required; and
- your spouse in accordance with the *Family Law Act 1975* (Cth) requirements.

#### Account administration

In order to provide our services to you, such as administering your account and sending you communications, it may be necessary to release information or provide access to external service providers, for instance:

- any organisations involved in providing, managing or administering our products systems or services such as custodians, registries, administrators, mail houses and software and information technology providers;
- auditors, consultants and other professional advisers;
- authorised financial advisers;
- a legal personal representative, attorney or any other person who may be entitled to receive the proceeds from a deceased investor's account balance and any person contacted to assist us in that process;
- other financial institutions who hold an account in an investor's name, for example, where amounts have been transferred to or from that account;

- to third party providers for direct marketing purposes, such as targeted advertising via social media platforms, advertising agencies and technology companies (e.g. Google);
- to third party providers, including via electronic request to the document issuer or official record holder via third party systems, for the purpose of confirming and verifying your identity (for information on the Commonwealth Attorney General's Department's operation and management of the Document Verification Service ('DVS') Hub please visit [www.idmatch.gov.au](http://www.idmatch.gov.au)) and in the detection and prevention of fraud;
- authorities investigating (or who could potentially investigate) alleged fraudulent or suspicious transactions in relation to an investor's account; and
- related bodies corporate.

#### Market research

We may also provide some information to market research companies, for the purpose of analysing our client base. We may provide your contact details to market research companies, to undertake research on our behalf. These agencies must return to us, destroy or retain in accordance with the Privacy Act all records of this information. We retain ownership of this information and will ask you if you do not wish to participate in market research.

#### We will not sell our client information

Information about you or your relationship with Trilogy Funds will not be sold to any other company, individual, or group.

#### Disclosure to overseas recipients

We may disclose your personal information to organisations that are located overseas in jurisdictions such as the European Union, United Kingdom and United States of America. Where we disclose your personal information to overseas recipients, we take reasonable steps to ensure that the recipient is subject to a law, binding scheme or contract that effectively upholds Australian privacy principles for the fair handling and protection of personal information.

### Obtaining and correcting information

You are entitled to access, correct and update all personal information which we hold about you. The information held may be obtained by contacting Trilogy Funds. You should contact us if you have concerns about the completeness or accuracy of the information we have about you or if you would like to access or amend your personal information held by us or our service providers. Generally, if it is incorrect, we will correct it at your request. We kindly request that you keep us up to date with any changes to any personal information that we hold.

Your right to access is subject to some exceptions allowed by law. We will notify you of the basis for any denial of access to your personal information.

### Can you complain?

Yes. If you have a complaint about a breach of this Privacy Policy, including the method we have collected, held, used, disclosed, kept, or given access to your personal information, then you may make a complaint to us using the contact details set out below. You will need to provide us with sufficient details regarding your complaint and any supporting evidence.

Your complaint will be referred to our Privacy Officer who will investigate the issue and determine the steps we will take to resolve your complaint. We may ask you to provide additional information.

We will notify you in writing of our determination, generally within 30 days. If you are not satisfied with our determination or you do not receive a response within 30 days, you can contact us to discuss your concerns and you can refer the complaint to the Office of the Australian Information Commissioner [www.oaic.gov.au](http://www.oaic.gov.au).

## Specific rights for European Union (EU) residents only

If you are located in the EU, then you may have additional rights as set out below. Some of these rights will only apply in very limited circumstances.

You can ask us to confirm if we are using or holding your personal information.

You can ask us to delete your personal information. This right applies only on limited circumstances and will not usually apply where it remains necessary for us to use your information for the purposes for which it was collected, we are required by law to retain your information or your information is relevant to a legal dispute.

You can ask us to help you move your personal information to other companies, where this is technically possible and only if we have collected and used your data via automatic means.

You have the right to be informed and know about any protections that we have in place where we are transferring your data overseas. We may send your personal information to third party service providers to whom we outsource certain functions, who may be located overseas. When we disclose your information overseas, we are required to take measures to ensure your information is treated in accordance with the standards that apply in Australia except in rare cases (for example, where we are required by law to disclose your information overseas).

## Are copies of this Privacy Policy available?

Yes. A copy of our current Privacy Policy (this document) is available from us free of charge as follows:

You can download a copy in document format from our website:

**[www.trilogyfunds.com.au](http://www.trilogyfunds.com.au);**

You can request a copy be emailed to you by emailing your request to **[investorrelations@trilogyfunds.com.au](mailto:investorrelations@trilogyfunds.com.au)**;

You can telephone us and request a copy be mailed or emailed to you by calling (07) 3039 2828;

You can write to us and request a copy be mailed or emailed to you. Our postal address is:

**Trilogy Funds Management Limited**

**GPO Box 1648**

**BRISBANE QLD 4001**

If you would like a copy of this Privacy Policy in a particular format (for example, on audio disc) please contact us at the telephone number or postal address set out above and we will accommodate any reasonable request.

## Any Questions?

If you would like to access or correct any personal information or if you have any further questions relating to this privacy statement, or concerns about the way in which we have handled your personal information, please do not hesitate to:

email us at **[investorrelations@trilogyfunds.com.au](mailto:investorrelations@trilogyfunds.com.au)**

telephone us on **(07) 3039 2828**, or

write to us at **GPO Box 1648, BRISBANE QLD 4001**