

**SMSF Professionals' Association of Australia Limited (SPAA)** is committed to maintaining the privacy of the individuals with whom we work, or come in contact with during our work.

We are committed to continued compliance with the National Privacy Principles, and enforce our policies, procedures and compliance to our staff, officers and contractors.

This document was prepared to explain to our Members the key principles that affect their privacy, and to prompt them to advise us, if they wish to be treated differently than as presented below.

All information collected for the SPAA Accreditation Program will be retained in our records

## *What kind of personal information do we collect?*

During the performance of our services we may need records of the following personal information:

- Individual official and preferred names, titles, post-nominal, awards, private and business address details, telephone and facsimile contact details both private and business, e-mail addresses, date of birth, gender;
- Individual qualifications, education and academic history, work experience and skills, occupation, employer information, insurance details, areas of practice, areas of interest, details of disciplinary action;
- Individual membership of Associations, Institutions, Technical Colleges, Registrations and other general interest groups;
- Financial details including credit card numbers, bank account information, financial status;
- Evaluation, audit, review and evaluation records created when a person applies for accreditation;
- Curriculum Vitas (CVs), Degrees, letter of references, police records, bankruptcy records, legal records about individuals or the companies they are or were associated;
- Other information and documents that may be of relevance to our activities.

## *How we collect your personal information?*

We collect most personal information direct from you, for example, when you fill in application forms, agreement forms, direct debit form, or other forms.

Information may also be collected direct from you when you deal with us personally, over the telephone, send a letter, or visit the web site.

Information is collected from you when you apply for services.

There may be occasions when a third party provides information about you, such as when we do a reference check or when a complaint is made against you.

## *How we use your personal information?*

We will use personal information we collect for the primary purpose for which it is collected and for such other secondary purposes that are related to the primary purpose and are reasonably expected, or for which consent has been given.

Some information collected for the SPAA Accreditation Program will be forwarded to members of the SPAA Accreditation Council (SAC) for evaluation whereupon they will be returned to SPAA House. Some Information collected for the SPAA Accreditation Program will be forwarded to LASA, an independent certification organisation who may retain some records in duplicate.

We may use your personal information for purposes related or ancillary to the main reason we collect it, such as:

- Internal accounting and administration.
- Regulatory reporting and compliance.
- Helping us to identify and inform you about other services that may be of benefit to you.

Without being bound to do so, SPAA reserves the right in the event of a complaint or legal action against you, to reveal whatever information we know about you relevant to that complaint or legal action.

### ***Disclosure of your personal information***

We may disclose personal information, including sensitive information, held about an individual to:

- The SPAA Accreditation Council to assess an application, file, appeal, document or disciplinary action.
- We may contract out some of our functions and activities. For example, we may disclose information to allow printing of renewal invoices, statements, ID cards, Certificates etc.
- We may also provide names and addresses to a mailing house to mail information to you. In these situations, we prohibit the third parties from using personal information about you except for the specific purpose for which we supply it.
- We will make the SPAA National Specialist Member Accreditation Register and lists publicly available. This is to recognise that you have been Certified or Accredited as a SPAA Specialist member or have recently lost said Certification or Accreditation.
- The Association discloses to the public that you are a member of the Association unless you have advised us that you do not want this information released.
- We treat all personal information held about you as confidential. This applies except where disclosure of your personal information is compelled by law, in the public interest, or with your consent.
- In the event of a complaint or legal action, disclosure of personal information is restricted to that of the nature of the complaint. SPAA reserves the right without being bound to release whatever information about you, consistent with that complaint.
- We do not sell, or provide our databases, mailing lists or other list to any third party not involved in our processes.

### ***Accuracy of your personal information***

If we have accurate personal information about you, it enables us to provide you with the best possible service. We take reasonable steps to ensure that your personal information is accurate, complete and up to date whenever we collect or use it.

If you find that current personal information we hold about you is inaccurate, incomplete or out of date please contact us immediately.

You are able to directly make changes to your information via the SPAA website on the member's benefit section. We encourage you to use this service to maintain up to date records and for SPAA to provide accurate member services.

### ***Access to your personal information***

You may access limited personal information through our website.

Alternatively, on written request, we provide you with information about you which is readily accessible and which may lawfully be provided.

Your request to provide information will be dealt with in a reasonable time and we may charge you an administration fee for retrieving and sending the information to you.

### *Security of your personal information*

We protect any personal information that we hold about you from misuse and loss.

SPAA staff and officers are responsible for handling personal information in accordance with this Privacy Policy.

Your personal information may be stored in hardcopy documents, as electronic data, or in our software or systems. SPAA maintains security over paper and electronic data stores as well as computer and network security systems.

SPAA membership programs use a secure server, with 128 bit Secure Sockets Layer (SSL) encryption. SPAA makes no warranty in respect of the strength or effectiveness of the encryption.

### *Who to raise your concerns with*

If you believe that the privacy of your personal information has been compromised, you are entitled to complain. If you have a complaint or concerns please write to:

- SPAA Complaints Manager, Privacy Issue: PO Box 6540, Halifax Street, ADELAIDE, SA 5000

Your written complaint must include a return address – refer complaints process.

### *Your consent*

If you have not already done so, please tell us if you **DO NOT wish us to disclose** some of your personal details needed for the purpose of our Certification/Accreditation activities.