

Deseret Benefit Plan for Australia

Privacy Policy

Your superannuation is one of your most important financial assets. The Trustee of the Deseret Benefit Plan for Australia (the Plan) needs to keep accurate records to ensure that you receive the correct benefit when you leave the Plan. The Plan therefore holds a range of personal information about you.

The Trustee believes that your privacy is important and so it has developed a Privacy Policy to protect that information. This document sets out how the Plan collects and manages your personal information, how you can access and correct that information, and how you can make an enquiry or complaint about your privacy.

The Plan's Privacy Policy

The Plan's Privacy Policy has been prepared for members and potential members of the Plan to meet the requirements of the Commonwealth Privacy Act 1988 (Cwlth).

Why does the Plan need your personal information?

The Trustee of the Plan holds and uses a range of personal information about you for the purpose of providing you with superannuation benefits and insurance cover. This includes recording, calculating and paying your benefits (including any death or disability benefits for which you may be eligible). It also includes providing prescribed information to regulators and complying with other requirements of superannuation and taxation legislation. From time to time, we may also send you newsletters and other information about the Plan and your superannuation benefits.

What personal information does the Plan hold?

The information held by the Trustee may include your title, name, contact details, gender, date of birth, dates in relation to joining the Company (if applicable) and the Plan, salary and contribution information, tax file number (TFN), and details of your nominated beneficiaries and their relationship to you. If a payment is made from the Plan for you, the Plan may hold details of your nominated bank account or other institution to which your benefit is paid.

The Plan may also hold personal medical information relating to your insurance cover in the Plan or any disability benefit claim that you have made from the Plan. If you make a claim for a disability benefit from the Plan, the Plan may receive information from your employer relating to your employment history and WorkCover claims.

How is your personal information collected?

Much of your personal information held by the Plan is provided by you when you fill in a form to join the Plan, or when you make changes to the information provided – such as when you update your nominated beneficiary information. Some information, such as the date you joined the Company (if applicable), and your contribution and salary details, may be supplied by your employer.

If you are an employee member and you have given your employer your TFN, your employer is required by law to pass it on to the Plan.

You may be asked, at various times, to provide information about your health for the Trustee to assess your eligibility for insurance cover (or any increases in insurance cover) in the Plan.

If you wish to make a disability claim:

- You will be asked to provide additional health information, and undergo various medical tests and examinations as requested by the Trustee and/or the Plan's insurer.
- You will be asked to consent to the disclosure of your personal medical information to various parties involved in assessing your claim, such as the Plan's or its insurer's medical advisers, claims assessors, administrator and legal advisers. You will also be asked to consent to disclosure to the Australian Financial Complaints Authority or a Court, if a dispute develops.

The Plan will always seek your consent before collecting medical or other sensitive information about you.

In the event of your death, your dependants or legal personal representative (the Executor of your Will) may be asked to provide the Trustee with details of your Will and other information regarding your dependants, so that the Trustee can pay your benefit.

If you make an enquiry or complaint to the Trustee, we collect your contact details and information on the nature of your complaint so that we can respond to you. Any feedback that you may provide us is also recorded by the Plan Administrator.

What happens if requested information is not provided?

If you do not provide the information required, or if the information provided is incorrect:

- you may be refused membership of the Plan, or your benefits and/or terms and conditions of membership may be adjusted;
- the Plan's insurer may refuse to provide you with insurance cover (in which case your death and disability benefits may be reduced);
- in the case of a disability claim, the Plan may not be able to progress your claim;
- payment of your benefits may be delayed.

If you do not provide your TFN to your employer or the Plan, we will not be able to accept member contributions from you and additional tax may have to be deducted from your employer contributions and benefits.

If you wish to access your personal information on the Plan's Member Centre, a "cookie" is sent to your web browser when you log in. Cookies are small data files that enable the information you see to be personalised. They cannot read information off your hard drive. If your browser is set to refuse cookies, you will be unable to use the Member Centre.

Note that it is not possible for you to deal anonymously with the Plan, as the Plan must be able to identify you in order to pay your benefits. For the same reason it is not possible for you to deal with the Plan using a pseudonym.

Who may have access to your personal information?

Your personal information is kept strictly confidential and is used only in connection with the proper activities of the Plan. Your personal information will never be traded or sold to any third party.

The following parties may be given access to your personal information:

- the Plan Administrator (Towers Watson Australia Pty Ltd – outsourced to Australian Administration Services Pty. Limited) and their contractors (including mailing houses) and affiliated companies;
- the Plan's actuary, auditor, legal advisers, and other consultants;
- the Plan's insurer;
- the Australian Taxation Office and other statutory or regulatory bodies, where this is required or authorised by law.

There are some additional circumstances where some of your personal information may be provided to other parties:

- if you are eligible to continue your insurance cover with the Plan's insurer on leaving the Company and you request a quotation, the Trustee may give details of your benefit and contact details to the Administrator's financial planning team to enable them to provide the quotation and arrange the option;
- if part or all of your benefit is paid, transferred or rolled over to another superannuation arrangement or financial institution, some of your personal information will be provided to the new organisation;
- certain information may be provided to your spouse or former spouse where required under the Family Law Act 1975;
- if you apply for a disability benefit from the Plan, your health information may (with your consent) be provided to the Plan's insurer and its legal advisers, medical advisers, claims assessors and other consultants so your claim can be assessed.

Each of the above organisations is required to keep the information it receives from the Plan confidential and maintain its own Privacy Policy, a copy of which is available upon request to the relevant organisation.

What does the Plan do to keep your personal information secure?

The Trustee is committed to keeping your personal information secure and will take all reasonable precautions to protect your information from loss, misuse or unauthorised access. The Plan's service providers have a range of measures in place to ensure that your personal information is secure and protected from unauthorised access. These measures include physical and electronic security including data encryption, staff training on privacy requirements, and comprehensive business continuity / disaster recovery plans.

You can only access your personal information online via the Plan's Member Centre using your Member ID and password. You should ensure that you use a password that is difficult for other people to guess and that you keep it secure at all times.

Commonwealth legislation includes requirements for how long your personal information must be held. The Plan complies with these requirements.

Accessing your personal information

You are generally entitled to access the information that the Plan holds about you. If you believe that the information that the Plan holds is not accurate, complete, or up to date, you are entitled to request that the Plan amend the information.

In some circumstances, and subject to the law, medical and other reports relating to a disability claim may not be made available directly to you, but may be released via your treating medical practitioner. We may not be able to release certain information, for example, where we are prohibited from doing so under the Family Law Act.

Some of your personal information can be changed on the Plan's website at <https://super.towerswatson.com/super/deseret/>.

To make an enquiry about your personal information, you should first contact:

The Plan Administrator
Deseret Benefit Plan for Australia
Australian Administration Services Pty. Limited
PO Box 1442
Parramatta NSW 2124
Telephone: 1800 115 885
(if calling from overseas +61 2 8571 5000)
Email: deseret.australia@towerswatson.com

The Plan Administrator may need to ask you some questions to ensure that information is accessed only by the appropriate person. In some circumstances, they may ask you to put your request in writing.

There is generally no fee for requesting access to your personal information. In some cases however, a fee may be charged to recover costs where the information has to be retrieved from archives, or a large quantity has been requested.

Concerns and complaints about privacy

If you have a concern regarding your privacy, or you believe that your privacy has been breached, the Plan has a formal Enquiries and Complaints Policy which covers privacy related matters. Details of this policy can be obtained from the Plan Administrator via the contact details above or from the Plan's website at <https://super.towerswatson.com/super/deseret/>.

Generally, you should write to:

Nick Wilkinson
Deseret Benefit Plan for Australia
C/- Towers Watson Australia Pty Ltd
Level 16, 123 Pitt Street
Sydney NSW 2000
Telephone: (02) 9253 3140

providing details of your concern and complaint. You should allow a reasonable time for the Trustee to respond.

If you are not satisfied with the response you receive, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC), who can be contacted at:

Director of Compliance
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992

Copies of this Policy and other privacy information

A copy of this Policy must be supplied to you when you join the Plan. We are also required to remind you of your privacy rights when you update or change the personal information held by the Plan. A copy of our Privacy Collection Statement will therefore be provided to you when the Plan Administrator confirms certain transactions with you, and a link to the Policy is provided on the Plan's website when you update your personal information via the Member Centre.

Changes to this document

This Privacy Policy was issued in January 2021. The Trustee reserves the right to change this document as necessary. Updated information can be obtained from the Plan's website, or a hardcopy can be obtained free of charge by contacting the Plan Administrator.