

# Financial Services Guide

Wealth IQ Group Pty Ltd

Version Number 1.0

This Financial Services Guide ('FSG') has been authorised for distribution by the authorising licensee, Wealth IQ Group Pty Ltd ABN 45 644 154 914, AFSL no. 527880 ('Wealth-IQ'). Wealth-IQ is the financial services licensee that authorises your Wealth-IQ financial adviser ('Adviser') and their firm ('we', 'us', 'our') to provide financial services.

This is an important document designed to provide you with information to make an informed decision about whether to use the financial services that we provide.

This FSG is divided into two parts and both parts must be read in conjunction as together they form the full FSG. Part One of this FSG provides high level disclosure of the financial services provided by us as well as important information about Wealth-IQ whereas Part Two of this FSG is an Adviser Profile and more specifically outlines the financial services provided and products recommended by us.

**Contacting us** If you need to contact us, you can speak with your Adviser. You can contact Wealth-IQ using the following details:



PO Box 435, Highgate, SA, 5063



+61(8) 8271 5427

## Part One

Part One of this FSG contains information about:

- Wealth-IQ, as the holder of the Australian financial services license that authorises us to provide financial services.
- Relationships or associations with other entities, that could create potential conflicts of interest.
- Other disclosure documents you may receive.
- The financial services and types of products we provide or recommend.
- Collecting your personal information and providing us with instructions.
- Fees or costs that may apply to you.
- Remuneration that we, your Adviser or a related entity may receive, and
- What you can do if you are not happy with our services or have a complaint.

### Who Is Wealth IQ Group Pty Ltd?

Wealth-IQ's purpose is to help all Australians afford their dreams. We educate clients to help them make informed decisions about their future. So, whether you are just starting out or approaching retirement, we assist you by providing you with financial advice which gives you greater control over your financial future.

### What Other Documents Might You Receive?

You might receive the following documents when your Adviser provides financial services to you:

**Statement of Advice (SoA)** If your Adviser provides personal advice tailored to your circumstances and needs you will receive a SoA. The information contained in the SoA will help you make an informed decision in relation to the advice provided. It also sets out the advice, the reasons for the advice and details about any remuneration payable.

**Record of Advice (RoA)** If you were previously issued with a Wealth-IQ SoA, certain circumstances may allow the provision of further advice without the need for another SoA. Where this is the case, you are entitled to request a RoA within seven (7) years after the advice was provided. The RoA can be requested from your Adviser and will detail the further advice and the basis of those recommendations. Additionally, in certain circumstances where you are provided advice on a small investment balance or strategy advice only, you may be issued with a RoA. Your Adviser is required to provide you with a copy of the RoA in this circumstance, which will outline the advice, the reason for the advice, and details about any remuneration payable.

**Product Disclosure Statement (PDS)** You will receive a PDS if your Adviser recommends a financial product or offers to arrange the issue of a financial product on your request. The PDS contains information about a financial product's features, fees, benefits and risks.

## Advice Services We Provide

Our licence can provide advice in the following financial products:

- Basic & non-basic deposit products
- Life insurance
- Government debentures, stocks, and bonds
- Managed investment schemes
- Retirement Savings Accounts
- Securities
- Superannuation
- Self-Managed Superannuation Funds

Wealth-IQ is registered with the Tax Practitioners Board as a Registered Tax (Financial) Adviser. Based on the information collected from you, your Adviser will consider the tax consequences that relate directly to the financial advice being provided. However, this financial advice will not include an assessment of your overall tax position. To determine how your Adviser's financial advice fits with your overall tax position, you should seek separate tax advice about liabilities, obligations or claim entitlements that arise, or could arise, under a taxation law.

### Instructing your Adviser

You will generally need to instruct your Adviser in person and your signature will be required for verification. For some products and services though, special arrangements can be put in place to instruct your Adviser by electronic means, for example phone, e-mail, or fax.

### What Information Should You Provide to Receive Personal Advice?

Wealth-IQ and we collect personal information about you when you meet with your Adviser, request, or use our products or services, email us, phone us or visit our websites. This information may include:

- your personal objectives
- details of your current financial situation, and
- other relevant information.

We may also collect information about you from others, such as service providers, agents, advisers, brokers, employers, or family members. When collecting sensitive information, such as health and lifestyle information, usually for insurance purposes, we will ask you for your consent. You do not have to disclose all of your personal information. However, without it your Adviser may not be able to provide advice that is appropriate for your objectives, financial situation or needs. To access your personal information, please contact your Adviser. If your personal information is incorrect, we can correct it.

### Exchanging Your Information

We disclose information to third parties as permitted by law or for the uses listed below. Third parties include service providers where we outsource activities, persons acting on your behalf, other financial institutions, auditors, insurers, employers, and government agencies. We may disclose your information to service providers or other third parties who operate or hold data outside Australia, or when required for a particular transaction or by overseas law. Australian law may not apply to some of these overseas parties.

### Using your information

Your information may be collected, exchanged, and used so that:

- Advice that is appropriate for your objectives, financial situation and needs can be provided to you.
- Wealth-IQ and we may manage our relationship with you.
- Wealth-IQ and we may price, design, and administer services or inform you about other products and/or services that may be of interest to you; and
- Wealth-IQ and we can manage our risks, help identify and investigate illegal activity, comply with our legal obligations, and assist government and law enforcement agencies. The law requires us to establish your identity and assess applications for products and services by verifying your full name, date of birth and residential address and to do so, we need to sight and maintain records of various identification documents, such as a drivers licence or passport.

Your Adviser may sometimes use programs, calculators, or worksheets as illustrative tools when you meet with them. Your Adviser uses these tools to find out about your relevant objectives, financial situation or needs. You should not rely or act on any representations made in these meetings as any personal advice that you receive will be set out in your SoA.

## How We Handle Your Personal Information

Wealth-IQ and we are committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality Wealth-IQ has adopted the principles set out in the Privacy Act 1988. For further details you can refer to Wealth-IQ's Privacy Policy.

### **Non-Advisory Transactions**

At times you may wish to make an investment transaction and do not need assistance from us with any decisions in relation to the product or transaction. In these cases, we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without advice from us, we will ask you to confirm your instructions in writing and sign an acknowledgment form. Any assistance we provide to complete your transaction should not be taken as a recommendation or endorsement of the product or transaction.

## **Fees, Commissions, Payments & Other Benefits We or Wealth-IQ May Receive for Our Services**

All advice fees and commissions are required to be paid directly to Wealth-IQ as the licensee. Wealth-IQ may retain a percentage and the balance that is attributable to the financial services we provide is passed on to us. If the fees, commissions, or benefits are not calculable at the time we provide personal advice, we will describe the manner in which they are calculated at the time the advice is given or as soon as practicable after.

### **Financial Planning Advice Fees**

The fees or other costs that we may charge for services provided or products recommended, depends on the nature and complexity of your situation and the advice that is provided. Your Adviser will agree with you the form and amount of charges before they provide any advice or services.

The general way you pay for our services is through our financial planning advice fees. The methods are explained below, and the actual costs, will be disclosed in our advice to you or in the acknowledgment form completed when a transaction is requested. You have the right to request further information in relation to the remuneration, the range of amounts or rates of remuneration that we or your Adviser may receive.

The fees and charges for our advice and service may be based on a dollar amount, a percentage of the amount invested, an hourly rate, or any combination of these. Where we are aware that you have used borrowed funds to invest through us, we will charge you a flat dollar advice fee. Our financial planning advice fees generally include charges for providing you with a SoA, RoA, ongoing advice and services, or it can be for other fees, such as a fee for a transaction. You may choose to pay these fees directly or from the product(s). Please refer to Part Two of this FSG for further details on fees that we charge.

### **Commission Payments**

When you invest in a product or commence an insurance policy through us, we may receive initial or ongoing commission payments from product providers. An initial commission is a one-off payment made upon entry to a financial product and an ongoing commission is paid each year for which a financial product is maintained. These commissions are based on a percentage of the funds you invest, or the premiums you pay. They are not paid directly by you and are instead deducted from the investment, superannuation, loan, or insurance premium by the product provider. We only receive commission where we are entitled to receive these payments through existing arrangements with product providers. If you are charged a direct fee, we may rebate some or all of the above commission to you.

### **Investment & Superannuation Products**

The initial commission we receive on an investment or superannuation product may be up to 4.40% of the investment amount. The ongoing commission we receive may be up to 1.50% per annum. We will only receive commission payments on investments and superannuation, or additional contributions or drawdowns to these products, where we are entitled to.

### **Life Insurance Products Additional Cover Added to An Existing Product Which Was Issued Before 1 January 2018**

The initial commission we receive on insurance products may be up to 124% of the first year's premium. The ongoing commission we receive may be up to 33% per annum of the renewal premium.

### **Additional Cover Added to An Existing Product Which Was Issued After 1 January 2018 & Before 1 January 2020**

Where additional cover is added on or after 1 January 2019 and before 1 January 2020, to an existing product issued after 1 January 2018, the initial commission that Wealth-IQ will receive will be no more than 77% of the increase in premium. The ongoing commission that Wealth-IQ can receive will not exceed 22% p.a. of the premium (33% p.a. of the premium for level commission structures).

### **Additional Cover Added to An Existing Product After 1 January 2020**

Where additional cover is added on or after 1 January 2020, to an existing product issued after 1 January 2018, the initial commission that Wealth-IQ will receive will be no more than 66% of the increase in premium. The ongoing commission that Wealth-IQ can receive will not exceed 22% p.a. of the premium (33% p.a. of the premium for level commission structures).

### **New Products Issued on or After 1 January 2020**

The initial commission that Wealth-IQ may receive on insurance products applied for and issued on or after 1 January 2020 will be no more than 66% of the premium in the year of issue. The ongoing commission that Wealth-IQ can receive will not exceed 22% p.a. of the premium (33% p.a. of the premium for level commission structures).

### Other Benefits We May Receive

Wealth-IQ has purely commercial relationships with several of Australia's leading life risk and wealth management product providers. These companies may give Wealth-IQ or your financial adviser non-commission benefits such as entertainment or sponsorship up to a maximum value of \$300 per annum. Both Wealth-IQ and your financial adviser maintain a Register to document any alternative forms of payment received. These registers are publicly available and must be provided within 7 days after request.

## Complaints, Privacy & Compensation Arrangements

We always strive to provide quality advice and service and welcome any feedback that allows us to continue to improve our services.

### What to Do If You Have A Complaint

We are committed to resolving your concerns. If you are not fully satisfied with any part of the service or advice for whatever reason, you should take the following steps:

#### Step 1: Contact your Adviser

If you have a complaint or are not satisfied with the advice or services provided to you, you should contact your Adviser in the first instance and discuss your concerns with them. Most complaints can be resolved quickly and fairly at this stage.

#### Step 2: Complaints Manager

If your complaint has not been resolved to your satisfaction, you can contact our Complaint Resolution Manager by:



PO Box 435, Highgate, SA, 5063



[compliance@wealth-iq.com.au](mailto:compliance@wealth-iq.com.au)



+61(8) 8271 5427

#### Step 3: Australian Financial Complaints Authority (AFCA)

If you are not satisfied with our handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). The AFCA offers a free independent dispute resolution service for consumer and small business complaints.



Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001



[info@afca.org.au](mailto:info@afca.org.au)



1800 931 678 (free call) Email:



[www.afca.org.au](http://www.afca.org.au)

Information about your rights can also be obtained from the Australian Securities and Investments Commission on 1300 300 630. If your concerns involve unethical conduct, you may wish to consider raising these concerns with the Financial Planning Association of Australia (FPA). They can be contacted at GPO Box 4285 Sydney NSW 2001.

### Our Compensation Arrangements

We have professional indemnity insurance cover in place and these arrangements comply with the requirements for compensation under the Corporations Act. Our professional indemnity insurance is subject to terms and exclusions and generally covers claims arising from the actions of our current and former employees or authorised representatives whilst they acted on our behalf.

---

Issued by Wealth-IQ Pty Ltd

Date of Preparation 17<sup>th</sup> February 2021

# Financial Services Guide: Part Two

Wealth IQ Group Pty Ltd

Version Number 1.0



**This document is Part Two of a Financial Services Guide & must be read in conjunction with Part One.**

This Financial Services Guide (FSG) contains important information about:

- Your Authorised Representative/s;
- The Financial Products and Services provided by your Authorised Representative;
- How your Authorised Representative charges for their services; and
- How Wealth IQ Group Pty Ltd (the Licensee, 'WIQ' AFSL 527880) and its Authorised Representatives are paid.

## AUTHORISED REPRESENTATIVE PROFILE

### CORPORATE AUTHORISED REPRESENTATIVE PROFILE:

Authorised Representative Name	Treona Pty Ltd
Authorised Representative ASIC Number	341721
Trading Name	SWM Finance Matters
Business Address	8/435 Fullarton Road HIGHGATE SA 5063
Postal Address	PO Box 435 HIGHGATE SA 5063
Telephone	08 8271 5427
Email	<a href="mailto:Tony@wealth-iq.com.au">Tony@wealth-iq.com.au</a>
Web Page	<a href="http://www.swmgroup.com.au">www.swmgroup.com.au</a>

*Treona Pty Limited t/a SWM Finance Matters is a Corporate Authorised Representative of Wealth IQ Group Pty Ltd AFSL 527880.*

### SUB AUTHORISED REPRESENTATIVE PROFILE:

Authorised Representative Name	Anthony (Tony) Skinner
Authorised Representative ASIC Number	326509
Telephone	08 8271 5427
Email	<a href="mailto:Tony@wealth-iq.com.au">Tony@wealth-iq.com.au</a>

*Tony Skinner is a Sub Authorised Representative of Treona Pty Ltd t/a SWM Finance Matters.*

### AUTHORISED REPRESENTATIVE BACKGROUND

Tony has over thirty five years of experience in the financial planning industry and has completed the Associate Diploma in Accounting and Advanced Diploma of Financial Services (Financial Planning). He has gone on to receive further education, completing Kaplan training requirements for the Self Managed Superannuation Funds and Margin Lending course. He has also sat the highly respected Self Managed Superannuation Fund Associations' SMSF Specialist course. He is currently studying the Graduate Diploma of Financial Planning.

## FINANCIAL PRODUCTS OFFERED

The Authorised Representative named in this Financial Services Guide has been authorised by WIQ to provide Financial Product Advice and Deal in the following products:

✓	Deposit & Payment Products
✓	Government Debentures, Stocks & Bonds
✓	Life Products – Life Risk Insurance Products
✓	Life Products – Investment Life Insurance Products
✓	Superannuation, RSA's & Retirement Income Stream Products
✓	Managed Investments
✓	Securities
✓	Self-Managed Superannuation Funds
✓	Standard Margin Lending Facilities

*Only products researched and approved by Wealth IQ Group Pty Ltd can be recommended by your Authorised Representative.*

## SERVICES OFFERED

The Authorised Representative named in this Financial Services Guide is able to offer you the following services:

✓	Personal Risk Insurance	✓	Business Succession Planning
✓	Debt Management	✓	Estate Planning Strategies
✓	Guidance on Budgeting	✓	Pre-Retirement Strategies
✓	Wealth Accumulation Strategies	✓	Transition to Retirement Strategies
✓	Superannuation	✓	Centrelink & Veteran Affairs Planning
✓	Self-Managed Superannuation Funds	✓	Aged Care Assistance
✓	Managed Investments	✓	Socially Responsible Investments
✓	Securities	✓	Standard Margin Lending & Gearing
✓	Direct Property – Strategies Only	✓	Salary Packaging

## SERVICES & PRODUCTS NOT OFFERED

Your Authorised Representative is unable to offer you advice or services regarding the financial products or services listed below. We may have referral arrangements in place for a service or financial product listed below. Please inform us if you wish to receive advice in these areas and we will be happy to refer you to a suitably qualified adviser. It is important for you to understand that we do not endorse, recommend or accept responsibility for the services, strategies and/or products provided by external referral service providers.

x	General Insurance	x	Direct Property - Sales
x	Derivatives		

## HOW WE GET PAID

WIQ receives all remuneration upon implementation of the products and services provided by your Authorised Representative. WIQ then pays Treona Pty Ltd 100% of all remuneration received.

From this Treona Pty Ltd pays Anthony Skinner a salary, share of profits and/or bonuses.

Following is a guide as to how commissions and/or fees may be charged. If you choose to receive personal advice, the Statement of Advice you receive will detail the specific payments in relation to the products recommended.

## WHAT ARE THE COSTS

Your Authorised Representative may provide you with an initial meeting for which there is no charge. Further meetings including the preparation, implementation and ongoing advice will be charged by one or a combination of methods as outlined below. You may elect to be invoiced directly for these fees to be paid to WIQ or you may elect to have these fees deducted from your investments. An estimated cost of services will be provided to you before commencing any work.

Initial Appointment		
We will collect information from you at this meeting and provide you with general only advice at this meeting. The costs in providing comprehensive advice services will be quoted to you at this meeting. To receive comprehensive advice, you will need to have a Statement of advice prepared.	<b>\$330 (However, if referred by a valued client, then at our expense)</b>	
Fee for Service Hourly Rate		
We may charge an hourly rate for the services we provide.	<b>\$330 / Hour</b>	
Statement of Advice Preparation Fees		
Advice fees are charged based on the complexity of the advice provided. <i>Please note the SOA preparation fee may still apply where you decide not to implement our advice.</i>	<b>From (Min)</b>	<b>To (Max)</b>
	<b>\$770</b>	<b>\$13,200</b>
Implementation of Advice (Non Insurance) (1 <sup>st</sup> Year Only)		
	<b>From (Min)</b>	<b>To (Max)</b>
<b>Implementation Fee: Flat Fee</b> Investment of superannuation and non-superannuation funds	<b>\$550</b>	<b>\$7,500</b>

<b>Life Insurance Commission (1<sup>st</sup> Year Only)</b>	<b>From (Min)</b>	<b>To (Max)</b>
This commission is payable by the insurance company and is a percentage of the insurer's base premium ie. premium excluding stamp duty, fire services levy, GST, model loadings or any other government charges, taxes, fees or levies.		
For insurance approved <b>from 1 Jan 2020 onwards</b> : Example: if the annual premium was \$1,000 WIQ would receive up to \$660 in the first year based on the maximum.	<b>0%</b>	<b>66%</b>
<b>Ongoing Advice Fee (Non Insurance)</b>	<b>From (Min)</b>	<b>To (Max)</b>
<b>Ongoing Advice: Flat Fee</b> Ongoing Advice fees will be determined by the complexity and requirements of the recommended strategy.	<b>\$770</b>	<b>\$22,000</b>
<b>Ongoing Advice: Asset Scale Fee</b> Based on the account balance of superannuation and non-superannuation portfolios. The ongoing commission is paid based on the value of your holding in a product for as long as you hold the product. Example: if your account balance is \$250,000 and you are charged 0.88%, WIQ would receive \$2,200 per annum.	<b>0%</b>	<b>1.25%</b>
<b>Ongoing Life Insurance Commission (Year 2 onwards)</b>	<b>From (Min)</b>	<b>To (Max)</b>
WIQ may also receive a renewal commission from the insurance company each year while your policy is in force. This is a percentage of the base annual premium you pay. Example: if your annual premium is \$1,000 WIQ would receive up to \$330 per annum based on maximum.	<b>0%</b>	<b>33%</b>

**All fees are inclusive of GST.**

## Other Remuneration I may receive.

We may also work on a success fee for certain assignments that we take on i.e. Where a client engages us to fight an insurance claim for them we may charge a percentage of the amount received from the insurer commensurate with the work and effort undertaken.

Example: If your insurance claim was for \$250,000 under a total and permanent disability policy and the onus of proof was on you we might charge a 10% fee for successfully obtaining the insurance payment on your behalf. In this case WIQ would receive \$25,000.

FSG Issued by: Wealth IQ Group Pty Ltd

ABN: 45 644 154 914 AFS Licence 527880

PO Box 435, Highgate, SA, 5063

compliance@wealth-iq.com.au

+61(8) 8271 5427



# Privacy Policy



This Privacy Policy applies to Wealth IQ Group Pty Ltd ('Wealth IQ') ABN 45 644 154 194, and our representatives.

Wealth IQ is bound by the *Privacy Act 1988* (Cth), which includes the Australian Privacy Principles ('APP').

This policy outlines the type of personal information we collect, how that information is collected, used, stored and protected and to whom it may be disclosed.

## Collection of information

Personal information is information, or an opinion about, an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

We collect and hold personal information for the purposes of providing financial products and services to you and for managing and administering the products and services.

The types of personal information we collect includes:

- Your name, date of birth, tax file number (TFN), contact details
- Details of your dependents and family commitments.
- Your occupation, employer, employment history, employment circumstances.
- Financial details, including your assets and liabilities, income and expenses.

We only collect information that is reasonably necessary for us to perform our functions or activities in advising you and dealing with you.

There are specific circumstances in which we may ask for sensitive information, such as personal health information when we are advising on or dealing with risk products. We will seek your prior consent if we need to obtain sensitive information unless the APPs otherwise permit.

We are subject to legislative and regulatory requirements which require us to ask for certain information. To comply with the Anti-Money Laundering and Counter Terrorism Financing Act 2006 we must collect personal information and documentary evidence to verify your identity.

## How we collect personal information

Generally, collection of your personal information will occur either in meetings with you, by phone, email, completion of data collection forms or by the use of our on-line facilities.

We may obtain such information your accountant or a product issuer or other third party once you have authorised us to obtain such information or authorised other parties to provide us with this information.

When you visit our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our website and to improve our website.

### Cookies

We use cookies on our website. Cookies are small data files that are downloaded from our website and stored on your computer when you visit our website. Cookies are used to allow us to see which pages and what information is of most interest to visitors to our website, which in turn enables us to improve our offerings to our customers. Your computer's web browser will allow you to configure your computer to refuse to accept cookies. You can also delete cookies from your computer's hard drive at

any time. However, please note that doing so may negatively impact your experience on our website.

### Third party sites

Our website has links to other websites that are not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites, except as required by law. Use of link to third party websites is entirely at your own risk.

## Are you obliged to provide the information to us

You are not required to provide us with the personal information that we request, or to allow us to collect the information from third parties. However, where you choose not to provide us with the information we request or the information you give is not complete or accurate, we may not be able to provide you with services that you have requested from us.

## What happens if we obtain information about you which we have not solicited?

Where we receive unsolicited personal information about you, we will consider if we could have collected the information if we had solicited the information. Where we determine that we could have collected the personal information from you, we will treat your personal information in the same manner as if we have solicited the information directly from you. Where we determine that we could not have collected the personal information, we will destroy the information or ensure that the information is de-identified as soon as practicable.

## How we use your information

We use your personal information for the purposes for which the information was provided to us. This includes:

- Providing financial advice to you
- Administering your investments and accounts
- Communicating with you on an on-going basis about your investments and the market.

Personal information will also be used where you have consented to such use or as is permitted under the APPs. For example, where you would reasonably expect that usage, or in permitted health situations, or in connection with certain activities by or on behalf of an enforcement body.

## How we disclose your personal information

We may disclose your personal information to persons or entities outside Wealth IQ, including:

- Organisations involved in providing, managing or administering products and services that you have elected to use
- Any financial institution that holds an account for you
- Your external service providers, such as a margin lending facility provider
- Your professional advisers, including your solicitor or accountant, as authorised by you
- Your personal representative
- Businesses that have referred you to us
- Professional advisers appointed by us
- Our external service providers (e.g. IT providers, professional advisers and contractors)

There are circumstances where Wealth IQ may also disclose your personal information where it is:



# Privacy Policy



- Required by law, such as to the ASIC or AUSTRAC;
- Authorised by law, regulation or by a court order.
- Required to be reported to the Office of the Information Commissioner (OAIC) under the Notifiable Data Breach (NDB) Scheme.

In certain circumstances we collect government identifiers such as your tax file number, Medicare number or pension card number. We do not use or disclose this information other than when required or authorised by law or unless you have consented to disclose this information to any third party.

We may disclose personal information to external service providers located overseas (including, but not limited to, the United States, Taiwan, Singapore, Finland, Belgium & Ireland) in the course of storing that information.

We take reasonable steps to ensure that recipients of your personal information keep your personal information confidential and only use it for the purposes that they and Oakleigh Financial have been authorised.

## Store and protection of your personal information

We keep your personal information in your client file and on a cloud based database. We take reasonable steps to ensure the personal information collected and held by us is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

Hard copy files are accessible to authorised personnel only and are appropriately secured. All computer-based information is protected through the use of access passwords. Data is backed up regularly and stored securely off-site.

In the event you cease to be a client of ours, any personal information which we hold about you will be maintained for a period of 7 years in order to comply with legislative and professional requirements. After this, the information will be destroyed.

### *Risk of using the internet*

You should be aware that the internet is not a secure environment. Whilst we take reasonable steps we cannot guarantee the security of information you provide through the internet or via our website.

## Ensure your personal information is correct

We will take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and relevant. In the event that you become aware, or believe, that any personal information which we hold about you is inaccurate or incomplete, you may contact us and request us to correct the information.

If we disagree about the correction you have supplied, we are not required to alter the information we will provide you with the reasons why and how you may complain about our decision.

## Access to your personal information

You may request access to the personal information we hold about you by contacting our Privacy Officer at [compliance@wealth-iq.com.au](mailto:compliance@wealth-iq.com.au). Your request should state your adviser's name and the information you require. We will respond within a reasonable period after the request is made.

Sometimes it may not be possible for us to give you access in which case we will explain why.

## Complaints

If you have a concern about the privacy of your information, you may lodge a complaint with us by writing to the Privacy Officer at [compliance@wealth-iq.com.au](mailto:compliance@wealth-iq.com.au)

To enable us deal with your complaint in a timely fashion you should set out a brief description of your privacy problem, the reason for your complaint and what action or remedy you are seeking from us. Your complaint will be investigated and responded to within 14 days. If you are not satisfied with the outcome of your complaint, or require further information on privacy, you may contact the Office of the Australian Information Commissioner by:

Calling 1300 363 992

Visiting the website at [www.oaic.gov.au](http://www.oaic.gov.au)

[Submitting an on-line form](#)

## Policy updates

This policy is subject to change from time to time. The most current version of our Privacy Policy is available on our website ([www.wealthiqgroup.com.au](http://www.wealthiqgroup.com.au)) or by contacting us.

## Contact Details

Privacy Officer: Tony Skinner



8/435 Fullarton Road, Highgate, SA, 5063



+61 8 8271 5427



[compliance@wealth-iq.com.au](mailto:compliance@wealth-iq.com.au)