

Privacy Policy



Axies International Pty Ltd
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email: privacy@axies.com.au



At Axies we are committed to the protection of your personal information and have adopted the Australian Privacy Principles of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Any mention of “we”, “our”, or “us” or its variations in the Privacy Policy refers to Axies International Pty Ltd.

Your Advisor

In this privacy policy we use the term Adviser. This relates to Axies’ Corporate Authorised Representatives and Authorised Representatives who have been authorised to provide certain financial services to you. Your Adviser will be acting for you on our behalf as an Authorised Representative therefore, we are responsible to you.

Data Collection

We may collect personal information from you to provide the products and services you require. If you do not provide the required information we may not be able to provide the products or services you require. We will collect the majority of information from you directly by Advisor interview, post, fax, email, telephone or other electronic means of data collection

The personal information we may hold will include, where applicable, name; date of birth; contact details; occupation; Adviser details; general health information; nominated beneficiaries; bank details; employment details, the nature of your employment, commencement date, paid work hours and annual salary; investment choice and nature of any contributions; tax file number. Note where you provide your tax file number we are permitted to use it for legal purposes only.

How Information is Used

We will use the information we hold about you to enable communication with you; to arrange the products and services you require; for processing of direct debits; for consideration of enquiries and complaints; we may use this information to provide updates on our service offering; we may also need to obtain personal and/or medical reports for insurance purposes.

How Information is Stored

We hold personal information in a combination of secure computer storage; paper based files as well as other formats. We take steps to protect personal information we hold from misuse, loss, unauthorised access or improper disclosure.

Sensitive Information

We may hold sensitive information about you regarding your state of health and medical history. This information is usually needed for applications for death, sickness and disability insurance and to manage claims on these products.

It is Axies policy that sensitive information will be used and disclosed only for the purpose for which it was provided, unless the client agrees otherwise or the use or disclosure is allowed by law.

Disclosure to Overseas Recipients

Axies does not disclose personal information to overseas recipients

Dealing with Axies Online

If you visit Axies or our Advisors websites you will browse anonymously unless you have logged into a client portal.

For visitors to our websites, we use cookies to collect anonymous information about your server, browser type and IP address. If you are an anonymous visitor, the information we collect is not capable of personally identifying you.

If you log into the Axies portal or that of our Advisors we will be able to identify you and details regarding your visit to our site including pages you have viewed and / or changed.

Management of Personal Information

To help us keep your details up-to-date please advise us of any information that appears inaccurate.

You may also contact us to access information we hold about you. We will respond to any correspondence from you about the information we hold within 5 working days. However more complex requests may take up to 30 days. In some cases we may not be able to provide access or may refuse to amend your personal information, in instances where it may be unlawful or is denied by law. In those cases we will provide you with written reasons.

Personal information we hold about you is accessed by or released to the following for the performing their role:

- our employees;
- your Adviser;
- employees of third party service providers, e.g. the underwriter, product providers; auditors;
- mail houses (for the purposes of sending mail)
- Financial institutions involved in performing credits and debits.

If You have a Complaint

If you have any concerns about your personal information, or if you should be dissatisfied with the services provided to you by us, then please relay your concerns immediately to: compliance@axies.com.au. We will acknowledge all complaints received within 5 working days documenting the complaints handling process, it will then be referred to our Privacy Officer who will undertake to resolve your issue within 30 days of receipt. Should your complaint not be resolved within that time-frame, you will be notified by the Privacy Officer and every attempt will be made to finalise the matter as quickly as possible.

If your complaint is not handled to your satisfaction by our internal complaints resolution process you may refer your complaint to the Office of the Federal Privacy Commissioner:

Post: GPO Box 5218 Sydney NSW 2011
E-mail: privacy@privacy.gov.au
Tel: 1300 363 992
Fax: 02 9284 9666
TTY: 1800 620 241 (for the hearing impaired only)

A copy of our Privacy Policy and Procedure may be obtained by contacting our Privacy Officer. The contact details are on the cover page of this document