

OSF Privacy Policy (Short Form)

The Trustee of the Officers' Superannuation Fund (OSF) is committed to protecting your personal information.

The Trustee is subject to the National Privacy Principles (NPPs) under the *Privacy Act 1988 (Cth)*.

The NPPs govern the way we collect, use, disclose and secure information about members. They also permit you to access the information we hold about you in order to correct or update it.

The OSF's administrator, or other service providers that the Trustee may appoint, may hold information on the Trustee's behalf.

- The Trustee may collect and hold information such as your name, age, address, contact details, gender, employment details, beneficiaries, tax file number and other information relevant to your superannuation benefits.
- The information that we collect in connection with the Fund will be used principally for the purpose of managing the affairs of the OSF and helping members and beneficiaries to maximise their superannuation benefits. This may include providing members with information about other products and services that may help them to understand and make decisions about their investment and retirement savings. This is subject to relevant restrictions under legislation (including the Privacy Act 1998) and the OSF's Trust Deed.
- The Trustee has data quality procedures in place to check that the personal information we hold about members is accurate, complete and up to date. We also aim to ensure, in conjunction with the OSF's administrator, that the information is held securely at all times.
- We retain most information relating to members for at least seven years after membership ceases in order to meet legal and business requirements. Once information is no longer required, it will be destroyed in a secure manner.
- Members have a right to access any personal information we hold about them on request, unless one of the exceptions listed in the NPPs applies. A reasonable charge may apply to gain access to information. You will be advised of any charges that apply if you make a request.
- If you establish that the information we have is not accurate, complete or up to date, then reasonable steps will be taken to correct the information.

- If you have any complaints or concerns about privacy matters please advise us in writing. The Trustee aims to investigate and respond to any complaints in writing within 30 days, but in some cases it may take longer. Under superannuation legislation we must generally respond within 90 days. If the complaint is valid the Trustee will take steps to ensure that any conduct that interferes with a member's privacy is discontinued. If the complaint is not dealt with to your satisfaction, you can contact the Privacy Commissioner directly. You may also be entitled to raise the matter with the Superannuation Complaints Tribunal.

Contact details

OSF Trustee Services

This statement is a summary of the Trustee's Privacy Policy; more information is available in our Privacy Policy Long Form.

For more information or for details about your rights as a member, please contact:

The Privacy Officer
Officers' Superannuation Fund (OSF)
Level 9, 48 Martin Place, Sydney NSW 2000

Privacy Commissioner

If you would like more general information about privacy, please contact the Office of the Privacy Commissioner at www.privacy.gov.au.

Superannuation Complaints Tribunal (SCT)

The SCT is an independent body set up by the Federal Government to help members and beneficiaries resolve certain superannuation complaints. It may be able to help you resolve your complaint but only after you have used the OSF's internal complaints handling process first.

You can contact the SCT at:

Locked Bag 3060, GPO Melbourne VIC 3001
Tel: 1300 780 808
www.sct.gov.au