



Komplete Advisory Group Pty Ltd

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PRIVACY POLICY

Version 01/2018, Dated 9 January 2018

Purpose of this document

- Identifying what is a Privacy Policy
- Who we are
- What Info we may collect
- How we may use your personal information
- What we use your information for
- How we secure your personal information
- Explaining our Compliant Procedure

What is a Privacy Policy?

A Privacy Policy is a document that we have prepared disclosing how we secure and use your personal information that we collect from you or other parties on your behalf.

Please retain this document for your reference and any future dealings with us. We may also add or amend this document at a later date which will also form part of this Privacy Policy, and these should be read together with the policy. These documents will include the word 'Privacy Policy' in the heading.

Who we are

Komplete Advisory Group is a Private Company and is not controlled by any financial institution/s such as a fund manager, bank or insurance company.

Komplete Advisory Group Pty Ltd is a wholly owned subsidiary of Komplete Accounting Group Pty Ltd in response to the FOFA changes that came into effect with the removal of the Accountants exemption commencing from 1 July 2016 from the Corporations Act.

Komplete Advisory Group has been established to assist Accountants and Retail clients obtain Limited Financial Advice under the restrictions of the AFS License that Komplete Advisory Group Pty Ltd holds with ASIC.

What Info we may collect

We collect, store and maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

What we use your information for

Your information is only used for in-house purposes. They will only either be used in order for us to undertake the duties, tasks or instructions that you have engaged us for, or for us to contact you or for data segmentation.

How we secure your personal information

Your personal information is secured on various encrypted servers and are password protected. We use offsite servers as a further layer of security to protect your personal information in case of an onsite break in. All company devices are password protected and contain software which enables all and any data to be deleted from their hardware if in the unlikely event of device theft.

Other Security Information

We are committed in ensuring your information is secure and private. We will only share your information with a 3rd party directly if you authorise us to do so or it is required by law.

We are pro technology to promote efficiency, meaning that we use third parties for programs, software's, etc. in which your personal data and associated information is used and saved for operational and security purposes that assist's us in executing the tasks that you have engaged us to undertake.

We use electronic platforms for authorisations. Using these platforms is to be taken to be authorised as if it was undertaken in person using traditional methods. Therefore we may correspond with you via email, it is your responsibility to update us if your email address has changed or been compromised. It is your responsibly to ensure that access to your email account is secure in order to avoid any breach of privacy, security or authorisations.

Engaging our services is taken that you have authorised this cloud and paperless practice used by Komplete Advisory Group Pty Ltd.

Complaints Handling

If you are ever unhappy with our service, have a complaint or issue with the services of Komplete Advisory Group, we urge you to contact us directly by any means (phone, email or post) as soon as practical so we can work with you to resolve the issue as quickly and reasonable as possibly. Our customer satisfaction is the upmost importance to us. Those details are:

Name:	Kurtis Alaeddin
Position:	Director and Responsible Manager
Email:	info@KompleteAdvisor.com.au
Telephone:	1300 101 524

Should you not be happy with the complaint outcome you may seek an application to our external complaints division.

External Complaints Resolution

Should the internal staff of Komplete Advisory Group not be able to rectify your complaint to your satisfaction you have the option to contact the Financial Ombudsman Service Centre on 1800 367 287 and quote our member number of 37961 to lodge a complaint.