
Privacy Policy

Your privacy is important to us

FinaMetrica Pty Ltd (referred to as "FinaMetrica", "we", "us" or "our"), is a company registered in Australia, ACN 081 638 271 with registered office at Suite 703, Level 7, 31 Market Street Sydney, NSW 2000, Australia. The information provided by you will be processed and stored on our secure server(s) which are located in Sydney, Australia. FinaMetrica is the company responsible for the processing of the personal information provided by you. FinaMetrica provides its services from Australia and that processing of the personal information is subject to the privacy laws of Australia.

We are committed to respecting your privacy and recognize your need for appropriate protection and management of any personal data you share with us. We comply with the National Privacy Principles as set out in the Australian Federal Privacy Act 1988. You can read the National Privacy Principles on the website of the Australian [Office of the Privacy Commissioner](#) (links open in a new window).

The following sets out the data protection and privacy policy (the "Privacy Policy") for FinaMetrica and the manner in which FinaMetrica collects, uses and stores personal data submitted to our users.

The service FinaMetrica provides and how we distribute it

FinaMetrica provides a web-based financial risk profiling tool ("Risk Profiling Software"), website and associated documentation (collectively called the "Risk Profiling System"). This Risk Profiling System is available to individuals wishing to have an assessment made of their financial risk tolerance and to others in the financial services industry who wish to assess their own or others' financial risk tolerance.

FinaMetrica makes this Risk Profiling System available at www.finametrica.com and through various other partner websites.

Individuals wishing to use the FinaMetrica Risk Profiling System may register their access directly with FinaMetrica, register themselves at another website that offers the FinaMetrica Risk Profiling System or be registered by another third party (usually a financial adviser).

Similarly, others in the financial services industry may register their access directly with FinaMetrica, register themselves at another website that offers the FinaMetrica Risk Profiling System, or be registered by another third party (for example, a dealer group).

Where a partner website or third party registered your access to the FinaMetrica Risk Profiling System, that third party may have access to your personal data. For example, if you are the client of a financial adviser, your financial adviser will have access to your risk profile, demographic information and questionnaire answers.

If your access to the FinaMetrica Risk Profiling System was registered through a partner website, your financial adviser, or other third party, you will need to examine the privacy policy of the individual or entity for their undertakings regarding their access to your personal data.

FinaMetrica's data security commitment to you

FinaMetrica will always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal data. The information collected by the FinaMetrica Risk Profiling System is kept on our secure server(s) and we use industry standard security measures.

PART 1: Privacy Statement for clients of financial advisers or members of the public using the FinaMetrica Risk Profiling System (page 3).

PART 2: Privacy Statement for financial services industry participants trialling, supplying or commercially using the FinaMetrica Risk Profiling System (page 5).

By using our Risk Profiling System, you confirm that you have read and understand this Privacy Policy and that you consent to the terms of our Privacy Policy.

How to Contact Us

If you have any questions relating to your privacy or your use of the FinaMetrica Risk Profiling System, please e-mail us at privacy@finametrica.com, telephone us at +61 2 8668 9270 or write to us at Suite 703, Level 7, 31 Market Street Sydney, NSW 2000, Australia.

Part 1

Privacy Statement: Consumers and Financial Advisers' Clients

What personal information does FinaMetrica collect?

Our records include:

- a. Your name and (if you use the risk questionnaire on-line) e-mail address;
- b. Your answers to the risk tolerance questionnaire; and
- c. Any OPTIONAL demographic data you may give us once you have completed the risk questionnaire.

When is that information collected?

We collect the information in paragraph (a), (b) & (c) from you, through your use of the FinaMetrica Risk Profiling System, from partner websites, from your financial adviser, or other third party that registered your access to the FinaMetrica Risk Profiling System.

In addition, FinaMetrica requires cookies to be activated in order for the Risk Profiling System to function properly. These cookies do not collect any personal identifiable information. When the browser is closed the cookie will be discarded from your computer's memory.

How may this information be used and processed?

Your **e-mail address** is used to send an e-mail to you notifying you of your Username and Password.

Your **name** is used for the purpose of identifying you in the FinaMetrica Risk Profiling System - for example, if you lost your Username and Password to the FinaMetrica Risk Profiling System, we would use your name to search for and retrieve your Username/Password information.

You acknowledge and agree that your **answers to the risk tolerance questionnaire** are used by FinaMetrica for the primary purpose of producing **your risk tolerance report, including your risk profile score** and information for your personal use in the management of your financial affairs or for the use of your financial adviser in respect of advising you with regard to your financial affairs.

You also agree that FinaMetrica may use a copy of the risk tolerance and optional demographic data ("Research Data") you supply without your personal identifiers for a secondary purpose for research and to further develop the Risk Profiling System.

ALL INFORMATION THAT COULD IDENTIFY YOU WILL BE REMOVED FROM THIS RESEARCH DATA.

The anonymous Research Data will be combined with similar data from other people who have used the FinaMetrica Risk Profiling System into an existing separate aggregated, anonymous questionnaire database/datafile which may be supplied to third parties.

FinaMetrica use this research to look for relationships between different items of data. For example, by looking at the relationships between gender and risk tolerance scores, FinaMetrica has found that males have a significantly higher financial risk tolerance than females.

Transfer of Your Personal Information to Australia

The information provided by you will be processed and stored on our secure server(s) which are currently located in Sydney, Australia.

If you are using our Risk Profiling System or website(s) from a country outside Australia, the various electronic communications will necessarily result in the transfer of information across national boundaries. If you are from the

European Economic Area or from another country, you consent to the transfer of personal data to Australia by using our Risk Profiling System and website(s), or submitting your Personal Information to us or communicating electronically with us. The transfer is necessary for the performance of the Risk Profiling System to enable FinaMetrica to provide the services as requested by you.

The transfer is also necessary for the conclusion or performance of the agreement between you and FinaMetrica, or between FinaMetrica and a third party in the fulfilment of the agreement at your request or in your interest.

FinaMetrica will not be able to provide these services without your consent.

Access, Modification, and Deletion

Contact us by e-mail at privacy@finametrica.com, telephone us at +61 2 8668 9270 or write to us at Suite 703, Level 7, 31 Market Street Sydney, NSW 2000, Australia to review, modify or erase any personal information we store. There may be a charge associated with such requests but these will not exceed the amounts permitted by law. We delete personal information when we no longer need them for the purposes we described earlier. We retain personal information as required by law, as permitted by law to resolve disputes or to enforce our policies.

Part 2

Privacy Statement: Financial Services Professionals

What information does FinaMetrica hold?

If you are a financial adviser using FinaMetrica commercially or trialling the FinaMetrica Risk Profiling System, our records hold the data mentioned in **PART 1** above for each of your clients that you register, and as follows:

- a. Personal information about you as required to affect a commercial relationship. This information may include your name, current and previous addresses, telephone/mobile numbers, e-mail address and your company details.
- b. Communication history with you. This information may include file notes of e-mails sent or the outcomes of telephone calls.
- c. Financial and usage information as required to affect a commercial relationship. This information may include your credit card details or bank account details and your usage rates of the FinaMetrica Risk Profiling System.

When do we collect this information about you?

FinaMetrica collect this information:

- a. Directly from you, including when you provide information by phone, e-mail or fax;
- b. From our own records of your use of the FinaMetrica Risk Profiling System;
- c. From publicly available sources of information; and
- d. From partner websites, or other third party that registered your access to the FinaMetrica Risk Profiling System.

How may this information be used?

This information is used to:

- a. Provide the services you require;
- b. Administer and manage those services, including billing;
- c. Inform you of information relating to your use of FinaMetrica, including our e-newsletter; and

Research and develop the FinaMetrica Risk Profiling System.

This information will also be used to send you the communications identified below.

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Contact us by e-mail at privacy@finametrica.com, telephone us at +61 2 8668 9270 or write to us at Suite 703, Level 7, 31 Market Street Sydney, NSW 2000, Australia to review, modify or erase any personal information we store. There may be a charge associated with such requests but these will not exceed the amounts permitted by law. We delete personal information when we no longer need them for the purposes we described earlier. We retain personal information as required by law, as permitted by law to resolve disputes or to enforce our policies.

FinaMetrica's Mailing List

If you receive the FinaMetrica e-newsletter, you are on our mailing list. Our mailing list contains your name and e-mail address.

Our mailing list is used to send out newsletters/e-zines/news flashes. E-mails will also be sent to you about site improvements, new features, or important changes to the FinaMetrica service. From time to time you may receive special offers/promotions from third parties. These will always be targeted to the FinaMetrica mailing list and selected as adding value.

Financial services professionals who receive our newsletters, e-zines and news flashes can opt out of our mailing list. Simply send an e-mail to unsubscribe@finametrica.com with the word 'Unsubscribe' in the subject line.

Changes to the Privacy Policy

We may periodically make changes to this Privacy Policy, and we intend to take every reasonable step to ensure that these changes are brought to your attention.