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AvSuper Privacy Statement

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Issued by AvSuper Pty Ltd (ABN 46 050 431 797, AFS Licence No. 239078) as Trustee of the AvSuper Fund (ABN 84 421 446 069) for members and potential members of AvSuper.

Your Privacy is important to us

Protecting the privacy of your personal information has always been important to AvSuper and we are bound by the National Privacy Principles as prescribed in the Privacy Act 1988. The Privacy Act sets out the minimum standards for privacy protection, specifically how organisations may collect, use, secure and disclose personal information.

Collecting information

AvSuper only collects personal information that is necessary to administer your membership with the Fund, i.e. to manage your membership account and keep you informed about important information and opportunities available to you as an AvSuper member.

The personal information collected by AvSuper from you, or through your employer, includes your contact details, date of birth, Tax File Number (if you have chosen to quote it), and, where relevant, may include certain details about your health, which you have provided. Over time, this may be supplemented with financial and other information necessary to administer your account.

Additional information may be collected from medical practitioners or from your employer for the purpose of assessing your eligibility for higher levels of insurance cover or for the assessment of a claim. We would only seek such information with your consent.

AvSuper has strict security measures and secure document storage facilities in place, and the Trustee ensures that staff who handle or have access to your personal information have the knowledge and skills to protect it from unauthorised access or misuse.

Authorised use of information by others

AvSuper has appointed a fund administrator, along with a life insurer and other organisations who may provide services to you on our behalf. They are authorised to use your personal information only to administer your Fund membership, or to provide you with information about the services available to you as an AvSuper member under the strictest confidence.

From time to time, AvSuper may commission independent researchers to contact members as part of member surveys. For this purpose, AvSuper provides members' names and contact details. The objective of surveying members is to ensure that AvSuper tracks member satisfaction with our products and services.

Your personal information will not be used or disclosed for any other purpose without your consent, except where required by superannuation, taxation or other relevant law.

Your Rights

As an AvSuper member, you may ask to see the information we hold about you and to have it corrected if necessary.

Find out more about the personal information we hold about you and how it is handled, please call AvSuper on 1800 805 088.

If you would like more information about the Privacy Act, you can contact the Federal Privacy Commissioner's hotline service on 1300 363 992, or visit the website at www.privacy.gov.au.

If you believe your privacy has been breached, you should write to:

AvSuper Privacy Officer
GPO Box 367
Canberra ACT 2601

This information is of a general nature only and does not take into account your personal objectives, situation or needs. Before making a decision about AvSuper, you should consider your own requirements and the relevant Product Disclosure Statement (PDS). For a copy call us or visit the AvSuper website, www.avsuper.com.au. AvSuper Pty Ltd (ABN 46 050 431 797, AFSL 239078) is the Trustee of the AvSuper Fund (ABN 84 421 446 069).