

MarketAg Pty Ltd Privacy Policy Statement

Last amended on 20-11-08

Personal information collected by MarketAg is for the primary purpose of providing client services. Your personal information will remain strictly confidential and will not be released to third parties for any purpose. MarketAg will maintain personal information in a secure location as per the requirements of the Privacy Act.

MarketAg:

- a) Provides services to clients that include the provision of information by mail, email, voice message, fax and SMS.
- b) In the provision of services, MarketAg may collect information about the production and financial resources of the business which are commercially sensitive and confidential in nature.
- c) In the management of client positions, MarketAg may discuss with product providers the details of positions clients have with those providers if we have permission from the client to do so.

Collecting your Personal Information

MarketAg understands that members may have concerns about their privacy, the confidentiality and security of information that MarketAg may obtain about them. It is the policy of MarketAg to protect client's privacy and personal information that is collected. MarketAg will comply with the requirements of the Privacy Act, 1988 and the National Privacy Principles included in the Privacy Act (Private Sector) Amendment Act 2000.

What if you do not provide the Personal Information we require?

Failure to provide the information sought by MarketAg for the purposes detailed may restrict the ability of MarketAg to provide a complete service.

How does MarketAg Secure your Personal Information?

To prevent any unauthorised access to your information, MarketAg has installed computer and network security, including encryption, password protection, anti-spy-software and firewalls. Only MarketAg staff has access to data file information. Hard copies of any information are stored in locked offices and equivalent secure off site storage areas.

To whom do we Disclose your Personal Information?

To conduct MarketAg operations, MarketAg occasionally engages independent operators and parties, all of whom have similar policies of non disclosure. Accordingly, some information may be used or disclosed in part by MarketAg to:

- a) Enable SMS, voice message and fax delivery;
- b) Officers of a government law enforcement agency in connection with the lawful performance of their duty;
- c) A debt collection agency for financial default purposes;
- d) ASIC or our AFS licence auditor in compliance and reporting requirements of our licence.

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Withdrawing your Consent

If you do not consent to any of the disclosures above, you can write and advise MarketAg at the relevant office address. MarketAg will then contact you and discuss your concerns. If we can not satisfy your concerns, we will ensure that your personal information is not used for this purpose. This exemption cannot apply where MarketAg is required by law to provide such disclosure.

If you do not object to the uses or disclosures as stated above, MarketAg will accept this as having received your consent.

What if you wish to Access your Personal Information?

Upon written request, clients may access the personal information MarketAg currently holds. MarketAg will allow access to your personal information to the extent possible. However, there are times where the organisation is not in a position to do so (e.g. where it would be unlawful to do so). If MarketAg denies you access to this information, MarketAg will notify you of this refusal and the basis for it.

To cover administration costs of providing access to your personal information a charge (\$25.00) may be applied.

What if you wish to Change some of the Personal Information held?

MarketAg endeavours to ensure that personal information held is accurate, complete and up-to-date. Where you believe that personal information held by MarketAg is not accurate, complete or up-to-date, advise MarketAg and every effort will be made to correct the information.

What if you wish to lodge a Complaint?

For any purpose associated with privacy matters including the lodgement of a complaint, MarketAg can be contacted at the relevant office. Your call will be directed to the officer appointed by us to deal with your enquiry or complaint.