

Privacy Collection Statement

1. About us

Betashares Financial Group Pty Limited (ABN 58 646 305 517) (incorporating Betashares Capital Limited (ABN 78 139 566 868, AFSL 341181) and Bendigo Superannuation Pty Limited (ABN 23 644 620 128, AFSL 534006)) (collectively “Betashares”) is committed to respecting and safeguarding your privacy. This Privacy Collection Statement (‘Statement’) describes how we collect, hold, use and share your personal information when you interact with us.

2. Collection

Betashares will collect personal information about you through your interactions with us, for example when you sign up to receive marketing material or when you register for or participate in events organised by us.

Information collected

The information (being personal or otherwise) that Betashares collects varies depending on who you are and how you interact with us.

Personal information collected from you may include:

- your name
- your date of birth
- your contact details (such as your email address or residential address)
- gender
- residency status
- Tax File Number, exemption reason or country of residence
- bank account information
- investment holdings

It is not our intention to collect ‘sensitive information’ (as defined in the Privacy Act 1988 (Cth)). In the event such information is collected, it will only be used or disclosed for a purpose connected to Betashares’ business. If sensitive information is obtained it will be collected, used and disclosed in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Betashares Privacy Policy.

If you do not provide or allow us to collect your personal information, or the information you give us is inaccurate or incomplete, we may not be able to provide services to you.

Cookies

We may collect information from you based on how you interact with us through cookies.

A cookie is a small text file sent by a website to your computer, tablet, mobile phone or other device to store certain information, such as user preferences, so that it can be retrieved later. The purposes for which cookies may be used can range from enhancing security to personalisation of services.

The information we collect about you may include:

- information related to your actions on the Betashares website, such as IP location details, the date and time of visits to the website, browsing patterns, the specific pages viewed, navigation patterns and login status;
- preferences disclosed during webinars.

This information provides Betashares with data that is used to analyse user behaviour and preferences, and improve the website and services more generally, including providing relevant advertising material.

Cookies are also used as part of the security mechanism for the Betashares website secure area.

3. Use and disclosure of information

Betashares will only use and disclose information collected about you for a purpose:

- made clear to you, for example, via disclosure in terms and conditions or a fund product disclosure statement
- required, authorised or permitted by, or under any law (such as the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) ('AML/CTF Act') or taxation laws)
- authorised by you, or
- you would reasonably expect.

We collect, use and disclose your personal information:

- to deliver the best possible service and relevant information to you
- for legal and regulatory purposes
- as it relates to your unit holdings in Betashares funds or investment in a Betashares superannuation product
- to contact you about our products and services
- for data analytics purposes
- to manage and resolve complaints made
- to detect and prevent fraud, identity theft, money laundering or other illegal activities.

Other purposes for which we may use your personal information include:

- monitoring and evaluating Betashares' products and services
- statistical, risk management and research purposes
- assisting with fund investment and superannuation product related queries
- marketing and client communication purposes
- establishing and administering investment holdings
- building investor profiles
- market research purposes
- taking measures to detect and prevent fraud, identity theft, money laundering or other illegal activities.

Importantly, personal information will not be used for any purpose not considered by this Statement or the Betashares Privacy Policy.

4. Disclosure

Your personal information (such as your name, date of birth or contact details) may be disclosed to Betashares' service providers (including Betashares' custodian, administrator, registrar, superannuation fund administrator and customer engagement software provider) or its related bodies corporate, associates, agents or contractors in connection with the provision of services by Betashares, as well as to improve our customer service or for market research. Betashares may also disclose your personal information to regulatory bodies and government agencies.

Overseas distribution

Betashares is based in Australia. However, in connection with the purposes set out in this Statement, personal information may be disclosed to a recipient located outside of Australia such as in the US (following due diligence where reasonably practicable to do so, which may include considering the data security controls the recipient has implemented), such as service providers or other third parties who store data or operate outside of Australia, or where such disclosure is required under applicable laws or regulations.

5. Access and updating personal information

The Betashares Privacy Policy provides you with information about how you can:

- access and correct the personal information we hold about you
- make a privacy-related complaint and how we deal with such complaints.

The Betashares Privacy Policy is available on our website at www.betashares.com.au/privacy-policy/.

6. Contact us

If you have any questions relating to our privacy framework or wish to access or correct the personal information we hold about you, please contact Customer Support via:

Telephone: 1300 487 577 (within Australia) +61 2 9290 6888 (outside Australia),
9.00am-5.00pm (Sydney time), Monday to Friday

Email: info@betashares.com.au or super@betashares.com.au

Post: Level 46, 180 George Street,
Sydney NSW 2000, Australia.

This Statement and the Betashares Privacy Policy may change from time to time. The latest versions will be made available on our website.

This Statement was last updated on: 1 September 2024