

Privacy Statement

1 NOVEMBER 2024

Our commitment

At Lewis Financial Services Licence Pty Ltd ('Lewis Financial'), ACN 640 042 468, we recognise that your privacy is important to you. Lewis Financial is committed to ensuring the security of personal information about its clients, employees and other relevant parties.

This Privacy Statement briefly describes how Lewis Financial collects, manages, and discloses personal information to ensure compliance with the Privacy Act 1988 (Cth) ('Privacy Act') and the Australian Privacy Principles in Schedule 1 of the Privacy Act. Access to our Privacy Policy or more information regarding our processes and procedures to manage personal information can be obtained by contacting us via:

Phone: 02 4751 4300

Email: privacy@lewisfinancial.com.au

This Privacy Statement applies to all representatives and employees of Lewis Financial on an ongoing basis. Our website, where our privacy framework is disclosed, is subject to change.

Collection and use of personal information

Personal information may be collected directly or through our services. Only information that is reasonably necessary for, or directly related to, one or more of our services will be collected. Personal information may also be collected from agents or relevant third parties for the purpose of performing our functions. Information that we collect includes and is not limited to obtaining your personal and financial information to perform our financial advice services and better understand your financial goals and needs.

Lewis Financial may also collect, use and disclose information for relevant related purposes such as:

- complying with legal obligations,
- assisting with questions and complaints,
- arranging for services to be provided by third parties, and
- administering and managing internal operations relevant to our services.

Sensitive information

Lewis Financial will not request sensitive information unless it is deemed reasonably necessary for, or directly related to, one or more of our services and your consent is obtained.

Sensitive information is any information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health information.

Disclosure of information

Lewis Financial may share your personal information with other entities and third parties. This will vary according to the product or service involved but will be determined on a reasonable basis that is associated with, or directly related to our services. This may include and is not limited to:

- an agent or any person acting on your behalf which may include your solicitor, accountant, executor, trustee, or guardian,
- organisations that assist with certain business functions such as auditors or compliance consultants, and
- legal administrative bodies, insurers, tribunals and dispute resolution organisations.

Information may also be disclosed to third parties where you have provided your consent or where you would

reasonably expect Lewis Financial to disclose information to the third party.

Security and retention of information

Lewis Financial takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access or disclosure. Subject to relevant legislative and regulatory requirements, Lewis Financial will not retain personal information if it is no longer required to provide our services.

Complaints about privacy

If you have any queries or concerns about your privacy, or how your personal information has been collected and managed please contact your adviser. If you are dissatisfied with Lewis Financial or with our services, please contact the Responsible Manager of Lewis Financial who is:

Joshua Lewis
Phone: 02 4751 4300

Lewis Financial will provide a response no later than 30 calendar days after receiving the complaint. If you are not satisfied with the response, you may direct privacy complaints related to financial advice to the Australian Financial Complaints Authority (AFCA):

GPO Box 3, Melbourne, VIC 3001
1800 931 678
info@afca.org.au
www.afca.org.au
Lewis Financial AFCA membership number 78774

If you are dissatisfied with Lewis Financial's response, you may also lodge your complaint with the Office of the Australian Information Commissioner (OAIC) by completing an online privacy complaint form found on the OAIC website or by completing and sending their prescribed privacy complaint form to the following:

GPO Box 5288, Sydney NSW 2001
Fax: 02 6123 5145