



Privacy Policy

1. Overview

The collection and handling of personal information by organisations is governed by the Privacy Act 1988 (Cth) (Privacy Act), including the Australian Privacy Principles (APPs).

Protecting your privacy is important to us. This Privacy Policy explains how we collect, hold, use, disclose, secure, access and correct personal information, and how you may make a privacy complaint.

1.1 Purpose

This Policy describes our practices for managing personal information and is intended to support our compliance with the Privacy Act and the APPs.

1.2 Scope

This Policy applies to Mad About LIFE Financial Group Pty Ltd, its corporate authorised representatives operating under its Australian Financial Services Licence, and other companies within the Mad About LIFE group that adopt this Policy. Together, these entities are referred to in this Policy as “Mad About LIFE”, “we”, “our” or “us”. Personal information may be shared within the group where reasonably necessary to provide services, administer our operations or comply with legal and regulatory obligations.

2. Collection of personal information

2.1 What information do we collect?

We collect and hold personal information that is reasonably necessary to provide our services and operate our business, including to:

- provide financial advice and related services
- provide recommendations concerning investment, superannuation and insurance products
- establish, manage and administer products and services on your behalf
- implement your instructions and service your ongoing arrangements
- communicate with you about our services where permitted by law.

The personal information we collect may include:

- name, date of birth and contact details
- residential and postal address
- occupation and employer details
- bank account, financial and taxation information, including tax file number where required
- information about investments, superannuation, insurance and estate-planning arrangements
- identity documents and verification information.

2.2 Sensitive information

Where reasonably necessary and permitted by law, we may collect sensitive information, including health information for insurance applications or claims and information about dependants for relevant superannuation or insurance purposes. Where required by the Privacy Act, we collect sensitive information with your consent unless another lawful exception applies.

2.3 How we collect information

We may collect information directly from you through meetings, application forms, online facilities and ongoing communications. We may also collect information from authorised third parties such as your accountant, employer, medical practitioner, product issuer or other professional adviser. Where information is required by law, we will explain the requirement and the possible consequences of not providing it. We may also provide a collection notice or supplementary privacy notice when collecting personal information. That notice may include more specific information about the collection, its purpose, proposed disclosures and the consequences of not providing the information.

2.4 What if you do not provide requested information?

You are not required to provide information we request. However, incomplete or inaccurate information may limit the advice or services we can provide, delay applications or claims, affect eligibility for insurance, prevent us from contacting you, or affect taxation outcomes.

3. Use of personal information

We use personal information for the purpose for which it was collected, and for related purposes that you would reasonably expect, where you have consented, or where use is otherwise required or authorised by law. This may include:

- providing and reviewing financial advice
- establishing and managing investments, accounts and insurance arrangements
- implementing instructions and processing applications, contributions, transfers, claims or benefits
- reporting on accounts or investment performance
- meeting legal, regulatory, compliance and record-keeping obligations
- improving our services and business operations
- communicating with you about relevant services where permitted by law.

3.1 Direct marketing

We may use your contact details to communicate with you about our services where permitted by law. You may ask us not to send direct-marketing communications by using an unsubscribe facility provided or by contacting us. We will not use sensitive information for direct marketing without consent where consent is required.

4. Disclosure of personal information

4.1 Who may receive your information?

We may disclose personal information to external parties where reasonably necessary to provide our services, carry out your instructions, operate our business, or comply with law. These parties may include:

- product issuers, insurers, superannuation funds, trustees, administrators, investment managers, custodians and financial institutions
- medical practitioners and other relevant professionals for insurance applications or claims
- professional advisers, paraplanners, technology, cyber-security, cloud, archiving, mailing, identity-verification and other service providers
- your authorised representatives, employer or personal representatives where relevant
- regulators, courts, law-enforcement bodies and government agencies where required or authorised by law

- businesses that referred you to us, where appropriate and authorised.

We limit disclosure to information reasonably necessary for the relevant purpose and take reasonable steps to require recipients to handle it appropriately.

5. Access, correction and complaints

5.1 Access and correction

You may request access to personal information we hold about you and ask us to correct information that is inaccurate, incomplete, out of date, irrelevant or misleading by contacting our Privacy Officer using the details in section 9. We may need to verify your identity before providing access or making a correction. We will respond within the periods required by law. If we refuse a request, we will generally provide written reasons and information about available complaint mechanisms where required.

5.2 Privacy complaints

If you believe we have mishandled your personal information or breached the APPs, you may make a complaint to our Privacy Officer using the contact details in section 9. Please provide enough information for us to understand and investigate the issue. We may request further information where reasonably necessary. We will acknowledge and investigate the complaint and aim to provide the outcome in writing within 30 days.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) through its website at www.oaic.gov.au.

6. Protection, security and governance

6.1 Security controls

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Our safeguards may include access controls, multi-factor authentication, encryption, secure cloud services, security monitoring, backups, staff training, vendor controls and incident-response procedures, as appropriate to the information and risk. If a suspected data breach occurs, we will assess and respond to it under our incident-response procedures and applicable notification obligations, including the Notifiable Data Breaches scheme where relevant.

6.2 Internet communications

Transmitting information through the internet carries inherent risks. If you do not wish to provide information by email or through our website, please contact us to discuss another available method.

6.3 Cookies and online services

Our website may use cookies or similar technologies that are necessary for security and functionality. We do not currently use third-party website analytics, advertising pixels or behavioural tracking tools. If our website or use of these technologies changes, we will update this Policy or provide an appropriate notice. You can manage cookies through your browser settings, although disabling necessary cookies may affect website functionality.

6.4 Human oversight and automated processing

We are an adviser-centric advice business. Financial advice strategies and recommendations are determined by appropriately authorised people, not by robo-advice or fully automated decision-making. Automated tools, including AI, may assist with research, calculations, drafting, transcription and administrative tasks, but our professionals remain responsible for reviewing relevant inputs and outputs. We do not currently arrange for computer programs to make, or undertake activities substantially and directly related to making, decisions that could reasonably be expected to significantly affect an individual's rights or interests. We will review and update this Policy before introducing such a process.

7. Use of AI, third-party providers and offshore providers

7.1 Use of artificial intelligence (AI)

Mad About LIFE may use approved artificial intelligence (AI) and machine-learning tools to assist with research, drafting, data analysis, transcription and operational tasks. These tools are supervised by our professionals to mitigate the risk of errors, as AI outputs may be incomplete or inaccurate.

Protecting personal information.

We prohibit the unauthorised input of confidential or sensitive personal information into publicly available or non-approved AI tools. Our controls may include approved-tool requirements, staff guidance, training and technical controls, as appropriate to the information and risk. Any personal information processed through AI tools used by us is handled in line with the Privacy Act and used only for the purpose for which it was collected, a related purpose that would reasonably be expected, with your consent, or where required or authorised by Australian law.

AI training and development.

We do not currently use client personal information to train AI models. If this practice changes, we will disclose it and, where required, seek your consent or provide an opt-out. We recognise that the public availability of data does not, by itself, authorise its use for AI training.

AI in decision-making.

We do not provide robo-advice or permit AI to determine financial advice strategies or recommendations. Where AI assists our work, human oversight and professional review are applied in accordance with section 6.4. We will comply with applicable obligations under Australian law relating to automated processing.

AI notetakers and transcription tools.

We may use approved AI-based notetakers or transcription services to record and summarise meetings and calls. Before using such a service, we obtain participants' consent to recording and comply with applicable recording and surveillance laws. Recordings, transcripts and summaries are stored securely in approved systems or contracted provider environments, and resulting notes are treated as part of our confidential client file. Before adopting a provider, we assess relevant privacy, security, data-location, retention and model-training terms and seek protections appropriate to the information and risk.

Transparency and updates.

We will identify client-facing AI tools, such as chatbots, and explain how we use AI in this Policy or in supplementary notices. We periodically review our AI practices in light of evolving legal, ethical and technological standards and will update this section if our use of AI changes materially.

7.2 Use of third-party service providers

We work with external service providers, for example paraplanning, IT and cyber-security support, cloud and software-as-a-service vendors, marketing, customer support, archiving, mailing houses and identity-verification providers, to help deliver our services. We share only the personal information reasonably necessary for the relevant task and require providers to use it solely for the agreed purpose.

Safeguards.

We take reasonable steps to assess and manage provider privacy and security risks consistently with APP 11. Depending on the provider, service and risk, our measures may include:

- contractual obligations concerning confidentiality, security, breach notification and privacy compliance
- pre-engagement due diligence and risk-based assessment of privacy and security controls
- ongoing oversight, including periodic reviews where appropriate
- records of material data-sharing arrangements, where appropriate to the provider and risk.

Records generated by providers, such as paraplanning reports, are treated as part of your client file and retained securely in accordance with section 8 and our record-retention requirements.

7.3 Use of offshore providers

It is our policy not to use overseas outsourcing providers and, where reasonably practicable, to prefer providers and systems that process and store information in Australia. Our approved client relationship management system is the primary system of record for client information. Personal information may also be handled in other approved systems where reasonably necessary to provide our services, subject to appropriate access, security, retention and governance controls. Some technology or cloud service providers may nevertheless store, process, access or support information from locations outside Australia. Because provider arrangements and processing locations can change, current information about likely overseas handling may be obtained by contacting our Privacy Officer. Where an overseas disclosure occurs, we take reasonable steps to address the requirements of APP 8 where applicable.

If we propose to disclose your personal information to an offshore provider in circumstances requiring consent or a specific notice, we will address that with you as required. You may contact our Privacy Officer if you have questions or concerns about overseas handling of your information. Declining a necessary disclosure may limit or prevent the services we can provide.

8. Retention and disposal

We retain personal information for as long as reasonably necessary for the purposes for which it was collected and to meet legal, regulatory, professional and business record-keeping requirements. Depending on the information and applicable requirements, records may need to be kept for seven years or longer, and some records may be retained permanently.

When personal information is no longer required to be retained, we take reasonable steps to destroy it securely or de-identify it, subject to lawful backup, archival and technical constraints.

9. Contacting the Privacy Officer

For access or correction requests, privacy questions, objections concerning offshore disclosure, or complaints, contact:

Privacy Officer

Mad About LIFE

PO Box 222, Laidley QLD 4341

Phone: 1300 971 192

Email: info@madaboutlife.com.au

10. Changes to this Policy

We may update this Policy from time to time to reflect changes to our practices, technology, service providers or legal obligations. The current version will be published on our website and made available free of charge in an appropriate form on request.