

Privacy statement info sheet

As an LGsuper member you are part of the local government family. Like all families we understand each member's need for privacy – that's why we have stringent measures in place to protect your personal information. But why do we need these details in the first place and what do we do with your information once we get it?

Why does LGsuper collect my personal information?

LGsuper only collects your personal information if you consent to it. Once we have it, we only use it to administer your account and to keep you up-to-date with important changes that could affect your super or your insurance. We handle your information with the highest level of care and in line with the *Privacy Act 1988* and the *National Privacy Principles*.

How do you collect my information?

Where reasonable and practical, we collect personal information about you from you. Usually this information comes from forms that you complete. Your employer might also give us certain payroll-related information if you consent to it.

At the time we collect your information we give you a collection statement. This statement summarises LGsuper's privacy statement in relation to the information being collected. If we collect personal information about you from somebody else, we will take reasonable steps to make sure you and the other party are aware of our privacy statement in relation to the information we collect.

It's also worth knowing that if we need information about a potential beneficiary, we will ask them specifically for it.

What do you do with my personal information?

We use and disclose your personal information for a range of primary and secondary purposes only and for no other reasons unless you give your consent.

Primary purpose for collecting your personal information

The main reasons we ask for your personal information is so we can:

- start and maintain a correct superannuation account/record for you
- accurately calculate the amount of benefit you should receive
- communicate with you about your superannuation and insurance

It is necessary for us to collect personal information that will identify you and your superannuation entitlements. We do this so we can:

- work out the value of your death or disability benefit
- determine who a death benefit may be paid to
- assess whether we can release your benefits early

There might also be times when we collect certain sensitive personal, financial, and/or health information about you or sensitive personal and/or financial information about a potential beneficiary.

Secondary purpose for collecting your personal information

The information you give us may also be:

- disclosed by us to our insurers so we can give you death and disability insurance cover
- used by us or a trusted supplier to undertake market research with you
- used by us to search the Australian Taxation Office's lost member register
- disclosed by us to our trusted suppliers such as mailing houses or market research organisations so they can complete a business activity for us

- disclosed by us to government agencies to comply with legislation (like the *Income Tax Assessment Act*)
- used or disclosed for another purpose that is related to the primary purpose of collection, provided it is reasonable for this to occur

Why do you collect sensitive information?

Sensitive information relates to things such as your health or financial affairs. We only collect this information about you if:

- you consent to it
- it is required for either or both the primary or secondary purpose for collection
- it is destroyed or permanently de-identified as soon as the primary or secondary purpose for collection is fulfilled

We know this information is deeply personal and private and take extreme care handling and protecting it from unauthorised access. When collecting sensitive information, we will specify the purpose for its collection and provide an undertaking to use the information for that purpose only.

How do you keep my information safe?

Your personal information is secure from unauthorised access at all times. We have a number of measures in place to protect it such as information technology systems and internal personnel processes. In addition, we destroy or permanently de-identify personal and sensitive information that is no longer needed for primary or secondary collection purposes.

Our commitment to transparency

Our privacy statement is available to anyone who wants it. We will tell any member who asks:

- the type of personal information held about them
- why their personal information is being held
- how their information is collected and held
- how their personal information is used and disclosed

Can I access and correct my information?

If you have registered, you can access your personal account information through LGsuper online at anytime. In this secure member area on our website you can check details such as your date of birth, address and account information. You can also make some changes to these details if you need to. If you don't have internet access or have not yet registered to use LGsuper online, you can check and change your details by contacting us on 1800 444 396.

If you believe additional information we hold about you is not accurate, complete or up-to-date, we will take steps to correct it at no charge. Sometimes changes to information cannot be made. If we do not correct or change the information we hold about you when you ask us to we will tell you why.

Will LGsuper withhold information from me?

LGsuper will give you access to information we hold about you unless:

- providing access poses a serious and imminent threat to your health or life
- providing access will have an unreasonable impact on the privacy of other people
- the request for access is frivolous or vexatious
- providing access gives you information relating to existing or anticipated legal proceedings between you and LGsuper and the information would not be accessible by the process of discovery in those proceedings
- providing access would be unlawful
- denying access is required or authorised by law
- providing access is likely to prejudice an investigation of possible unlawful or improper activities
- providing access will prejudice the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of its orders

What are identifiers?

An identifier in this instance is a unique code or number or combination of both used to distinguish one person or business or agency from another. We will not adopt as our own identifier, an identifier of a person assigned by another agency and disclosed by the person. Nor will we disclose to a third party the identifier assigned by another agency unless doing so is consistent with the primary or secondary purposes for collecting information.

What if I have a privacy concern?

Like you, we take your privacy seriously. If you have a concern about the way your privacy has been managed please contact our Privacy Officer immediately on 1800 444 396 or email info@lgsuper.org. If, after raising your concerns you are not happy with the outcome you can contact the Privacy Commissioner at www.privacy.gov.au or on 1300 363 992 (for the cost of a local call).

Where can I get more information?

LGsuper is passionate about giving you the personal service you want. Contact us on 1800 444 396 or visit www.lgsuper.org to have your questions answered.

This info sheet has been produced by the Queensland Local Government Superannuation Board (ABN 94 085 088 484 AFSL 230511) (LGsuper) as Trustee of the Local Government Superannuation Scheme (ABN 23 053 121 564) and provides general information for LGsuper members. Information on products offered by the Board can be found in our product disclosure statements.

It provides general information only and does not take into account your personal objectives, financial situation or needs.

The Board recommends you consult with an authorised or licensed financial advisor if you require advice which takes into account your personal financial circumstances. LGsuper has representatives that are authorised to provide personal advice on LGsuper products and superannuation.

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Toll free 1800 444 396
Facsimile 07 3244 4344
info@lgsuper.org
www.lgsuper.org

GPO Box 264
Brisbane Qld 4001

The Queensland Local Government
Superannuation Board
ABN 94 085 088 484
AFS Licence No. 230511
Local Government Superannuation Scheme
ABN 23 053 121 564

**Local government
is our connection**