



Potential Beneficiaries Privacy Fact Sheet

Telstra Super Pty Ltd, the trustee of the Telstra Superannuation Scheme (**TelstraSuper**), must comply with the Privacy Act 1988 (Cth) in relation to the privacy of your personal information. The information below is a summary of our Privacy Policy and Privacy Collection Statement. In this fact sheet, Telstra Super Pty Ltd is referred to as “we”, “our” and “us”. We are committed to protecting the privacy of your personal information.

What is personal information?

Any information or an opinion that identifies you, or enables you to be reasonably identified from it, is considered to be personal information. This includes your name, address, date of birth and telephone number. Personal information also includes sensitive information. Sensitive information includes information about your health or a disability.

Collecting your personal information

We collect the following personal information about you:

- name
- residential address
- postal address (if applicable)
- email address
- telephone numbers
- date of birth
- information about the nature of your relationship with the deceased member

Your personal information is collected directly from you when you complete the required TelstraSuper forms, from another person who completes the required TelstraSuper forms on your behalf or over the telephone when you contact us.

Your personal information is also collected from:

- the documentation you must provide to us to in support of death benefit claim i.e. your birth certificate, marriage certificate, bank account details and other evidence;
- your proof of identity documents you must provide to us so we can verify your identity under anti-money laundering legislation; and

You may be required to provide us with your tax file number if tax must be deducted from the death benefit.

We only collect your sensitive information with your consent.

If you choose not to provide some or all of your personal information to us we may be unable to properly assess your eligibility for and any entitlement you may have to the deceased member's death benefit. The processing and payment of the death benefit claim may also be delayed.

Using your personal information

We use your personal information:

- to assess your eligibility for, and any entitlement you may have to, the deceased member's death benefit from TelstraSuper
- to verify your identity under anti-money laundering legislation
- to comply with superannuation, taxation and other applicable laws
- to consider and deal with any complaints you may make in relation to the death benefit claim

Your personal information will not be used for any purpose without your consent unless required or authorised under Australian law, a court/tribunal order.

Disclosing your personal information

To assess the death benefit claim, your personal information may be disclosed to:

- our Insurer*
- your authorised representative or agent
- our professional advisers including legal and taxation advisers
- interpreting and translation service providers
- data validation service providers
- law enforcement bodies, government and regulatory authorities as required or authorised by law

If you receive all or part of the deceased member's death benefit, your personal information may be disclosed to Telstra Super Financial Planning Pty Ltd so you can be informed about the financial planning services available to you. Your personal information will not be disclosed to any other persons without your consent.

Overseas disclosure of your personal information

To process the death claim, your personal information may be disclosed overseas. This is because some third party service providers we have engaged to provide services to us are located overseas. Such countries include but are not limited to USA and New Zealand.

Where personal information is disclosed overseas, we will ensure that our contractual arrangements contain provisions requiring the third party service provider to have appropriate data handling and security systems in place to prevent misuse, loss or unauthorised disclosure in accordance with Australian privacy law.

Storing and security of your personal information

Your personal information is stored by us in paper copy and electronic format.

We have strict security measures in place and take all reasonable steps to ensure that your personal information is stored in a secure environment and protected from misuse, interference, loss, unauthorised access, modification or disclosure.

Our information technology systems utilise up-to-date security software and hardware and virus protection. Your personal information is protected from unauthorised access by the use of secure passwords, usernames and security procedures. Our employees are required to respect the privacy of all personal information in their possession. Where we are not required or authorised by law to retain your personal information, it will be destroyed or de-identified when it is no longer required for any purpose for which we may lawfully use or disclose it.

Accessing or correcting your personal information

You can request access to the personal information we hold about you, subject to some exceptions or to correct your personal information to ensure it is complete, up to date and accurate. Please contact the Privacy Officer to make these requests.

Privacy complaints

If you wish to make a complaint about the handling of your personal information, please contact the Complaints Officer.

Complaints Officer
Telstra Super Pty Ltd
PO Box 14309
Melbourne VIC 8001
Telephone: **1300 033 166**

Further Information

A copy of our Privacy Policy and Privacy Collection Statement is available from www.telstrasuper.com.au. If you have questions about privacy, please contact the Privacy Officer.

Privacy Officer
Telstra Super Pty Ltd
PO Box 14309
Melbourne VIC 8001
Email: privacy@telstrasuper.com.au

*MLC Limited (MLC Life Insurance) is TelstraSuper's main group life and group salary continuance insurer. Our former insurer, TAL Life Limited, is responsible for insuring a small number of claims. Reference to TelstraSuper's Insurer is a reference to both MLC Life Insurance and TAL Life Limited, as applicable.

This fact sheet is current as at 1 July 2020.

Issued by:
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