



Access and Correction

Telstra Super Financial Planning Pty Ltd must comply with the Privacy Act 1988 (Cth). In this fact sheet Telstra Super Financial Planning Pty Ltd is referred to as “we”, “our” and “us”. Under the Privacy Act, you have the right to make a request to access and correct the personal information held by TSFP to ensure it is accurate, up-to-date and complete. This fact sheet outlines how to make a request to access and correct your personal information.

What is personal information?	Any information or an opinion that identifies you or enables you to be reasonably identified is considered to be personal information. Personal information also includes sensitive information. Sensitive information includes information about your health or a disability.
Making a request to access or correct your personal information	<p>To make a request to access or correct your personal information you must contact the Privacy Officer. Please provide the following information when making your request:</p> <ul style="list-style-type: none">• your full name and contact details;• your TelstraSuper membership details (if applicable);• a brief description of the personal information you wish to access or correct; and• your preferred method of accessing the requested personal information. <p>Another person (i.e. your attorney, guardian or agent), may make a request to access or correct your personal information on your behalf. To ensure this person is authorised to make such a request, we must verify their authority before providing access to them or correcting your personal information.</p>
When will access be provided?	Where we hold the personal information you are entitled to access we will respond to your request and provide you with the means of accessing the personal information within 30 days after the request is made. Please note this period may be longer depending on the scope and clarity of your request, how soon the information can be located and retrieved, and whether consultation with other parties is required.
How will access be provided?	<p>Access to your personal information will be provided to you in the manner requested, if it is reasonable and practicable for us to do so. This can include in hard copy, by email, electronic record, telephone or through personal inspection in our offices.</p> <p>Your personal information may be provided to you in a different manner if it is not reasonable or practicable for us to provide it in the manner you have requested. Access may also be provided by other means, including a summary of the requested information or by giving access through a mutually agreed intermediary.</p>
On what grounds can access be refused?	<p>The grounds on which we can refuse to give you access to your personal information include:</p> <ul style="list-style-type: none">• giving access would have an unreasonable impact on the privacy of other individuals;• the request is frivolous or vexatious;• the information relates to existing or anticipated legal proceedings between you and us and the information would not be accessible by the process of discovery in those proceedings;• giving access would be unlawful;• denying access is required or authorised by or under an Australian law or a court/tribunal order; and• giving access would reveal evaluative information generated by us in connection with a commercially sensitive decision-making process. <p>Notwithstanding the above, we may still be able to provide you with full or partial access to your personal information in some circumstances. If access is refused, we will give you a written notice that sets out the reasons for the refusal, how to make a complaint about the refusal and other required matters.</p>

Correcting your personal information	<p>We must correct the personal information that we hold about you if we are satisfied that it is incorrect.</p> <p>You are able to correct certain personal information, such as your contact details by calling us on 1300 033 166.</p>
When will the correction be made?	<p>We must respond to your request to correct your personal information within 30 days. If we refuse to correct your personal information, you will be given a written notice setting out the reasons for the refusal, how to make a complaint about the refusal and other required matters.</p> <p>If we refuse to correct your personal information, you can request that a statement be associated with your personal information stating that you believe that your personal information is inaccurate, out of date or incomplete.</p>
Is there a charge to access or correct your personal information?	<p>There is no charge for making a request to access or correct your personal information. There may be a charge for providing you with access to your personal information. You will be advised if a charge is payable.</p>
Privacy Officer	<p>Privacy Officer Telstra Super Financial Planning Pty Ltd PO Box 14309 Melbourne VIC 8001</p> <p>Email: privacy@telstrasuper.com.au</p>
Complaints	<p>To make a complaint about our refusal to give access to or correct your personal information, please contact the Complaints Officer:</p> <p>Complaints Officer Telstra Super Financial Planning Pty Ltd PO Box 14309 Melbourne VIC 8001</p> <p>Telephone: 1300 033 166</p> <p>Please provide the details of your complaint so it can be investigated and dealt with. If your complaint is not resolved to your satisfaction within 30 days, you may refer the matter to the Office of the Australian Information Commissioner (OAIC). Further information about making a complaint to the OAIC is available from http://www.oaic.gov.au/privacy/privacy-complaints</p>
Further information	<p>Our Privacy Policy and Privacy Collection Statement is available from our website. This fact sheet is current as at 22 July 2021</p>
