



Vision Super Pty Ltd  
ABN 50 082 924 561

# Personal information collection statement

Vision Super takes privacy seriously, this statement outlines how we collect, store, use and disclose personal information. Please visit [visionsuper.com.au/privacy](https://visionsuper.com.au/privacy) for a full copy of our privacy policy.

## About us

Vision Super Pty Ltd is the trustee of the Local Authorities Superannuation Fund

**Contact us:** Member hotline: 1300 300 820 or visit our website: [visionsuper.com.au](https://visionsuper.com.au)

## Why do we collect your personal information?

In the course of conducting our normal business activities, Vision Super collects, records, maintains and uses personal and sensitive information about our members, their beneficiaries and employees of relevant authorities and participating employers.

All personal information is collected by lawful, fair and reasonable means and only for the purposes of establishing and maintaining member accounts, providing, protecting, assessing, reporting, paying superannuation and insurance benefits, and associated services such as general and personal financial product advice in relation to those benefits. We do not collect unnecessary personal information or collect medical information about you without your consent.

## How do we collect your personal information?

We collect personal information from members, employers, the Australian Taxation Office (ATO), other superannuation providers, the Department of Human Services (DHS), our service providers and other third parties.

## What kinds of information do we collect?

The personal information we collect and store may include:

- Your personal particulars
- Contact details
- Details of your nominated beneficiaries
- Your employment details including your employer, salary, duration of employment and contribution history
- Tax file number (TFN)
- Insurance cover and claims history, including medical reports and underwriting assessments.

Other personal information we may collect and store includes:

- Membership information from other superannuation providers
- Identification information or documents
- Details of other financial institutions
- Department of Human Services, Social Services or Centrelink information
- Complaint information.

## How do we use your personal information?

Your information will be kept confidential and will only be used for the purposes for which it was collected, which include:

- Establishing, managing superannuation and pension accounts
- Processing and paying superannuation and pension benefits
- Verifying personal identification documents
- Informing and educating you about your super
- Assessing eligibility and claims for insurance
- Investigate and address complaints or inquiries
- Providing, assessing and paying death benefits
- Providing associated services, such as general and personal financial product advice about superannuation and insurance benefits and retirement benefits generally
- Direct marketing activities designed to grow the fund and improve our products and services
- Providing access to online services and the Vision Super app
- Conducting member surveys
- Complying with regulatory or legal requirements under superannuation, taxation and other relevant Australian laws
- Locating and consolidating superannuation accounts.

## Who do we disclose your personal information to?

To provide you with products and services, we may disclose your personal information to the following types of organisations:

- Any person nominated by you in writing
- Financial institutions including banks, superannuation funds, custodians and fund managers
- Legal advisers, auditors or regulatory bodies
- Our insurance provider for the purposes of administering our insurance policy
- Our administration software provider and other technology service providers
- The Australian Financial Complaints Authority (AFCA), the Office of the Australian Information Commissioner (OAIC) or any other external complaint handling agency
- Other government bodies including law enforcement agencies
- Mail house or mailing organisations.

Vision Super will not use or disclose personal or sensitive information for any purpose other than that for which it was collected, except where:

- It relates directly to the purpose for which it was collected
- You have given your consent
- It is required by law or a government or regulatory body
- Vision Super reasonably believes that the use/disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health or safety or public health or safety
- Vision Super is required by the *Family Law Act 1975* (Cth) to disclose personal information to an individual's spouse/partner or former spouse/partner.

## What if I don't provide my personal information?

If you decline to provide Vision Super with your personal information, we may not be able to grant membership, establish or maintain an account, provide, assess, report or pay your superannuation or insurance benefits. You do not have to provide us with your TFN, however if you do not, you may pay more tax on contributions made to your account. You will also not be able to make personal contributions to your super account.

Vision Super Pty Ltd ABN 50 082 924 561 AFSL 225054 RSE licence number L0000239 is the Trustee of the Local Authorities Superannuation Fund ABN: 24 496 637 884. Level 15, 360 Collins Street, Melbourne. PO Box 18041, Collins Street East, Victoria 8003. [www.visionsuper.com.au](http://www.visionsuper.com.au). Member hotline 1300 300 820, Employer hotline 1300 304 947, Retirement hotline 1300 017 589.