Privacy Policy

Version 1

Last updated: 16 November 2026

Wealth Depot Financial Services Pty Ltd ('**we**', '**our**', '**us**', '**Wealth Depot'**, '**WD'**) is bound by the by the Australian Privacy Principles (**APPs**) contained in the *Privacy Act 1988 (Cth)* (**Privacy Act**). This Privacy Policy (**Policy**) sets out how we collect, use and share your personal information and how to contact us with any queries or concerns.

While we may update our Policy from time to time, the most recent version of this Policy will always be available on our website. If we change the Policy in any material way, we will post a notice on our website along with the updated Policy. We may also contact you via your contact information on file, for example by email, notification or some other equivalent measure.

If you have any queries, concerns or complaints about how we handle your personal information, please contact out Privacy Officer in the first instance:

Privacy Officer: Sebastian Mazza

Wealth Depot Financial Services Pty Ltd

PO Box 131

Wavell Heights QLD 4012

Email: info@wealthdepot.com.au

Telephone 07 3421 0100

Our website contains links to other websites. When you click on a link to another site, you are no longer subject to this Policy.

1. What types of information do we collect and why?

In the course of providing our goods and services to you, we collect personal information as part of our advisory role which that we believe we need in order to deliver and market our services to you, manage our relationship with you, and to fulfil our legal obligations. When you provide us with your personal information, you are agreeing to our collection and handling of your personal information in accordance with this Privacy Policy. We collect personal information through a number of mechanisms, including:

Collection from you: we collect and store information you provide directly to us (*either in person, by email, by phone, or by any other direct means*) in order to deliver our goods and services. This includes:

- Contact information: such as your name, address, email address, telephone number;
- Personal information: such as date of birth, driver's licence details or other identification documentation;
- Financial and credit information: such as your payment information (credit card, bank account, etc);
- Business details: such as your Australian Business Number; and/or

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1.1 We use MyProsperity, MailChimp and Trycall which tracks and measures user interaction and provides data to help improve our products and services. Please see this link https://www.myprosperity.com.au/privacy-policy/and https://www.intuit.com/privacy/statement/ https://www.trycall.com.au/privacy_policy for how your data is collected.

If you opt-out of third-party tracking technologies or elect to prevent the use of cookies, this may affect the way in which Wealth Depot delivers our services to you.

1.2 **Communications**: when you communicate with us, we collect information such as your contact details (such as email address or phone number). You can elect to not receive communications from us by contacting our Privacy Officer.

We also engage third party services that provide us with information about how you interact with some communications we distribute.

1.3 **Through other sources**: where necessary, we also collect your information from publicly available records. This can include information relating to your company's registration, subject to legal restrictions. Where appropriate and necessary to do so we collect information from public records such as those maintained by the Australian Securities and Investments Commission, Australian Business Register, Australian Financial Security Authority (such as the Personal Property Securities Register), and land titles offices in each state. We may do this where it is unreasonable or impractical to collect this information from you.

1.4 **Sensitive Information**

We collect information considered to be sensitive information in the Privacy Act. We collect personal health information in order to assist with processes that relate to life insurances.

We will only collect this information directly from you or where we have consent to collect the information from a third party.

You have the option of not identifying yourself or interacting with us using a pseudonym to make general inquiries about the goods and services that we offer, however, we will not be able to provide services to you without this information.

2. How do we use your personal information?

We will only use your information for the purposes for which it was collected (**primary purpose**) or a purpose related, or in the case of sensitive information, a purpose directly related, to that primary purpose and if it would be reasonably expected by you or where we have separately obtained your consent.

We use personal information for the primary purpose of servicing your financial needs and goals, and for other purposes related to that primary purpose

How we use the information we collect depends, in part, on which services you use, how you use them and any preferences you have communicated to us. If you would like to restrict how your personal information is handled beyond what is outlined in this Policy, please contact our Privacy Officer. We may also use your personal information where that

use is required or authorised under an Australian law, including to fulfil our own obligations.

2.1 **Use of Artificial Intelligence Systems**

We may utilise some artificial intelligence systems to provide you with our services. This includes the processing of personal information by securely controlled artificial intelligence systems. These systems are used solely to collate information and draft internal notes.

If the collation of personal information results in creating new personal information (such as allowing a view of your financial position) we will always verify that we are permitted to hold this information.

We always ensure that where these artificial intelligence systems are used, they do not disclose your personal information outside of our organisation. If you have any concerns or questions about our processing of your personal information using artificial intelligence, please contact our Privacy Officer.

We utilise secure artificial intelligence systems to make decisions (or assist in making decisions) that may significantly affect your rights or interests.

We use certain types of personal information in these automated decision-making processes, being employment, occupation, income and expenses, assets and liabilities, superannuation and investment accounts.

This information is used to make decisions about financial products, to create detailed research, feasibility, comparison and financial modelling and visual aids such as flowcharts, diagrams, graphs to support personal financial advice.

2.2 **Disclosure of personal information to third parties**

We may disclose your information to third parties who assist us in providing, managing and administering our goods and services. We will also disclose your personal information where such disclosure is required or authorised by Australian law.

We disclose your personal information to third parties that:

- Manage and enhance our customer database including Iress XPlan, Trycall, MailChimp, and MyProsperity;
- Process information including Iress Xplan, and MyProsperity;
- Assess your interest in our products or services including MailChimp;
- Conduct customer research or satisfaction surveys including MailChimp;
- Send marketing information to you on our behalf including MailChimp;
- Other purposes related to the above.

We do not sell or license your information to third parties.

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2.3 Sending information overseas

We do not disclose or store personal information overseas.

2.4 Disclosure of credit information to third parties

We do not disclose your credit information to any credit reporting bodies.

3. How do we store and secure the information we collect?

We store your personal information as physical files in a secured area or on our electronic data base system and on computers with appropriate back up and security systems.

3.1 Security and management of personal information

We will take reasonable steps to protect the personal information we hold from misuse, interference and loss, and unauthorised access, modification or disclosure. We do this by:

- putting in place physical, electronic and procedural safeguards in line with industry standards;
- requiring any third party providers to have acceptable security measures to keep personal information secure;
- limiting access to the information we collect about you;
- imposing confidentiality obligations on our employees;
- providing privacy training (including on the appropriate use of systems) to those who are responsible for handling your personal information;
- only providing access to personal information once proper identification has been given; and

While we take all steps reasonable in the circumstances to protect your information, in the unlikely event a data breach occurs, we will notify you in accordance with our obligations under the Privacy Act.

If we no longer require your personal information, and are not legally required to retain it, we will take reasonable steps to destroy or de-identify the personal information.

4. How to access and control your information?

4.1 Accessing the information we hold about you

Under the APPs you may be able to:

- obtain a copy of the personal information that we hold about you; and

- identify where we have obtained your Personal Information from, if we have used or disclosed that Personal Information for direct marketing purposes.

To make a request to access this information please contact us in writing. We will require you to verify your identify and specify what information you wish to access. If eligible, we will grant you access to the information within 30 days.

If we accept your request for access, we may charge a fee to cover the costs of retrieving, reviewing and copying any material requested. However, we will never charge you for making a request to access information itself.

We will provide written reasons if your request (or any part of it) is rejected, as well as providing details for making a complaint about the refusal if necessary.

4.2 Updating your personal information

We endeavour to ensure that the personal information we hold about you is accurate, complete and up-to-date. Please contact our Privacy Officer if you believe that the information we hold about you requires correction or is out of date.

We endeavour to process any request within 30 days and will provide written reasons if your request is rejected, as well as providing details for making a complaint about the refusal if necessary.

For corrections to personal information we will provide, where practicable, written notice of the correction to any entity we have disclosed this information to previously.

5. Complaints

If you are concerned that we have not complied with your legal rights or the applicable privacy laws, contact our Privacy Officer in the first instance. Please contact our Privacy Officer with a thorough description of your concerns and a response will be provided within a reasonable period. All complaints must be in writing.

When processing a compliant, we will require you to provide us with information to confirm your identity before processing a request related to information we may hold about you.

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also contact the Office of the Australian Information Commissioner as follows:

Office of the Australian Information Commissioner

GPO Box 5288

Sydney NSW 2001

For more information on privacy see the Australian Information Commissioner's website