

Investogain Pty Limited

Privacy Policy

Our Privacy Policy outlines what kinds of personal information we collect, why we collect this information, and how we handle it. We understand that your privacy is important to you and we value your trust. That is why we use our best endeavours to both protect your information and be clear and open about what we do with it. We will update this policy when our information handling practices change.

Contents

- What we collect
- How we collect information
- Why we collect information
- How we store personal information
- How we share information
- How to access and correct information about you
- Types of cookies we use and why
- How to make a complaint about privacy

What we collect

We may collect information about you when it is reasonably necessary for, or directly related to, our functions or activities.

The kinds of personal and financial information we collect may include the following:

1. Your name, gender, date of birth, your partners name, gender, date of birth or the name, gender, date of birth, of deceased or elderly relatives
2. Street addresses, postal addresses, previous addresses
3. Contact details such as email, telephone, mobile
4. Names of private companies, superannuation funds or SMSFs
5. Names of companies invested in
6. Names of insurance companies that policies were or are with
7. Source, amount and other details of unclaimed entitlements

8. Financial and transaction details of securities being disposed of
9. Information provided voluntarily to assist with our services

Unless we make it clear otherwise, our policy is not to ask for any sensitive data from you. We may, however, collect sensitive data if you provide us with it when you communicate via our websites or directly with us.

How we collect information

We collect your personal and financial information primarily by way of online forms completed by you. We may also collect and process personal information from you in various ways, for example if you:

- become a registered member;
- request further information about our services;
- purchase services or products from us;
- contribute to our company or other comments platforms;
- visit our websites - please also see below "Types of cookies we use and why";
- report a problem with a website, event, or service;
- contact us by email, face-to-face, telephone or otherwise in writing.

We may also collect your personal and financial information from third parties including:

- stockbrokers
- financial advisers
- custodians
- investment platform managers
- share registries
- government agencies
- your family members

When your personal or financial information is verified or collected from a third party, we will exercise our discretion in determining what you need to be informed of and advise you by way of our standard reports as necessary.

Why we collect information

We collect personal information about you where it is reasonably necessary to:

- consider how best to respond to approaches you make to us
- provide to you the financial services for which we are directly licensed by ASIC
- provide to you other administrative, information or related services
- alert you to changes in law or regulations relative to our services
- alert you to products, services or developments which we expect to be of interest to you
- maintain your contact details
- fulfil our legal obligations in managing our business

Without this information we may not be able to provide you with an appropriate level of service.

How we store information

We keep personal information in physical and electronic records, at our premises and the premises of our service providers, which may include processing or storage in the cloud. Where this occurs, we take steps to protect the security and integrity of personal information.

How we share information

Subject in all cases to local law, we may share personal information:

- with our service providers including auditing, accounting, legal, banking, payment, delivery, data processing, data analysis, information broking, mailing, marketing, research, investigation, insurance, identity verification, brokerage, maintenance, trustee, securitisation, website services
- to comply with any legal or regulatory obligation, such as those imposed by regulators, arising under anti-money laundering or anti-terrorism financing laws, or reasonably arising in connection with legal proceedings
- with your financial adviser, sharebroker, custodian, investment platform manager

How to access and correct information about you

You may contact us to request correction or updating of your personal information. In normal circumstances we will respond immediately to such requests unless there are legal or administrative reasons. If your request is denied, we will provide you with the reason why (if we can).

Types of cookies we use and why

Cookies are text files that are downloaded to your computer or mobile device when you access a website. As you browse, cookies gather and store some information about the way you use that website. They allow the website to recognise your device each time you visit, providing you with a better experience because the site learns your preferences as you browse. Some types of cookies also perform essential functions to enhance how the site works.

Session cookies for example allow websites to track your movements from page to page and are used for reasons, such as remembering items in a shopping cart. These cookies are usually erased when you close your web browser. Persistent cookies are stored on your computer or mobile device between browser sessions for a pre-defined amount of time. These allow the site to remember user information or settings across the site, or in some cases across different websites. They may also enable targeted advertising. First party cookies are set by the website you are browsing. Third party cookies come from other websites or servers, for functions such as advertising or banners on the page you are viewing.

We use a combination of the cookies listed depending on which parts of our sites you visit and what you are trying to do. You can control how cookies are used on your computer or device by changing your browser settings. Some of the cookies that we use are essential for protecting our customers' financial and personal information.

Cookies are supported by most web browsers, but you can set your browser to block cookies and you can delete them whenever you like. If you decide to delete or block certain cookies, your experience on our websites may also be limited, or you may find that some parts of the website may not function, especially where cookies are used for security purposes.

How to make a complaint about privacy

If you have any questions or complaints regarding privacy or information handling, please email to admin@delisted.com.au. We will use our best endeavours to respond to and resolve your concerns.

If your concerns are not resolved to your satisfaction, you may be able to escalate your complaint to an external dispute resolution scheme. We can provide details of the appropriate scheme or regulator for you upon request.