

Privacy Policy

How We Collect and Hold Your Information

The purpose of this privacy policy is to set out Western Advisory Pty Ltd approach to the collecting and handling of personal information about its clients and other individuals who Western Advisory may retain information on.

Western Advisory has adopted the 13 Australian Privacy Principles (APPs) set out by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 to ensure our clients information is protected. Western Advisory is also a reporting entity for the purposes of the Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act 2006 which has implication within the Privacy Act.

Collecting information about you

In order to provide you with personal financial advice that is appropriate and relevant to your situation it is crucial that Western Advisory collect your personal information. This may include information relating to your current financial position, goals and objectives and attitudes towards risk. In addition Western Advisory will collect personal identifiers, such as bank account details, tax file number and drivers licence numbers, required to implement your recommended financial products.

Western Advisory will only collect information:

Necessary for us to provide our service;
Fairly, lawfully and not in an unreasonably intrusive way;
Wherever reasonable and practicable, directly from the relevant individual;
When the client knowingly provided that information to us or authorised a third party to provide the information to us.

Unless you have consented or the collection is required by law Western Advisory will not collect information, or an opinion, about you:

Racial or ethnic origin;
Political opinions or religious affiliations;
Religious, or philosophical beliefs;
Sexual preferences, or practices;
Criminal record; or
Health.

Collection of personal information will occur during face-to-face interviews, over the telephone or by way of posting out or emailing a Fact Find directly to you.

Using and disclosing your personal information

Your personal information is confidential. Our purpose in collecting information about you is to provide you with the service you require. Western Advisory may use or disclose information about you when:
You give consent to specific uses; or
Where the APPs authorises the use or disclosure where required or authorised under law; or
it is necessary to provide you with a service which you have requested; or
To implement our terms of service.

In seeking to give you the most worthwhile experience of our services, Western Advisory may use your personal information to send you information and product updates about products or services which you have requested. You have the option not to receive this information at any time by notifying Western Advisory in writing.

We do not disclose information about you to advertisers.

We will not 'spam' you, but we may contact you at the email or other address which you provide to us in order to:

Provide you with the services you have requested or have information you have requested; or
Provide you with other information about our products and services, which you may enjoy.

If you are receiving promotional information about Western Advisory and do not wish to receive this information any longer, you may remove your name from our list either by e-mailing us at info@ppacc.com.au and asking to be removed from our mailing list.

Ensuring the accuracy of your personal information

Western Advisory will ask you to sign off the Fact Finder verifying the information you provided is accurate and up to date. It is important for you to update Western Advisory when your details change. Western Advisory will collect and update your information during the review process and periodically to ensure your information remains current.

Storing and securing your personal information

Western Advisory will endeavour to take all reasonable steps to keep secure any information which we hold about you.

Western Advisory uses a third party for the storage of personal information, including cloud storage, and will take reasonable steps to ensure that the personal information is protected by a the third party, including requiring the third party to comply with the Act and the APPs and any applicable State or Territory privacy laws in relation to personal information passed to it by Western Advisory.

Western Advisory operates a paperless office. All personal information collected on paper is scanned and either returned or securely destroyed. Any personal information temporarily stored on premise during this process is kept in a secured filing cabinet within Western Advisory's office that is locked nightly.

Western Advisory staff is only permitted to look at papers and materials relating to clients when it is necessary to carry out their job. In the event that a person ceases to be a client of Western Advisory, any personal information that we hold will be maintained for a period of at least 7 years in order to comply with legislative and professional requirements. When personal information is no longer needed, Western Advisory will ensure that the information is securely destroyed.

Access to your information

Western Advisory's policy is that you are entitled to access your personal information held by us. Should you wish to view your information please notify your representative who will be able to arrange a viewing.

What to do if you have an issue or question

If you have any concerns or questions about your privacy please contact Western Advisory. immediately on (08) 9322 3400 or by email to info@westernadvisory.com.au. Should you not be satisfied with our response please refer to our Financial Service Guide for more information in regards to our complaints handling procedure.



Financial Services Guide & Privacy Policy

Effective 12 February 2020, Version 16

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Fax: (08) 9321 1057
info@westernadvisory.com.au

Financial Services Guide

A Guide to Our Relationship with You

This Financial Services Guide (FSG) outlines:

Who we are

Western Advisory Pty Ltd holds an Australian Financial Services Licensee (AFSL No 403566) and is an advisory firm that specialises in Self Managed Superannuation Funds. Western Advisory is wholly owned and operated by the partners of Pascoe Partners Accountants.

Con Gotsis and Andras Hernadi are directors and salaried Representatives of Western Advisory. Details of the professional background and qualifications of both Con and Andras can be found on the Pascoe Partners Accountants website (www.pascoepartnersaccountants.com.au) under the section titled 'About Us'. A hard copy of their profiles is available upon request.

What services we can provide

Our Representatives are authorised to provide advice on:

Self Manage Superannuation Funds;
Retirement Planning;
Superannuation Planning;
Personal Insurance;
Investment Allocation;
Cash flow and Gearing;
Business Succession Planning; and
Estate Planning

Western Advisory provides personal financial advice. In the event you do not wish to receive personal financial advice we are authorised to provide general advice and transactional services. Details of these types of advice are as follows:

Personal Financial Advice

Personal financial advice is advice tailored to your particular needs, objectives and financial situation. It recommends specific financial service products or strategies to achieve your goals

For us to provide personal financial advice, we require full details of your personal objectives, current financial situation and any other relevant information that could affect or influence the advice, such as your risk tolerance and any relevant history of investment experience. You have the right not to provide the required information however, if you do not, the advice provided may not be appropriate to your needs, objectives and financial situation.

General Financial Advice

General financial advice is provided in relation to general nature of an investment type of product type but without stating whether it specifically meets your needs. It is up to you to determine whether the advice is appropriate having regard to your particular investment needs, objectives and financial circumstances. We don't make recommendations to you when giving general financial advice.

Transaction without Advice

We can take your instructions to transact on your behalf and place a financial service product (that Western Advisory is able to offer) without providing personal financial advice. However we are not able to advise you as to whether this is a good decision or not. You risk that your decisions may not fully take into account your objectives, financial situation or needs. Instructions may be provided to us by telephone, fax or other means such as email.

How we provide our service

When providing personal financial service advice, you will be provided with a Statement of Advice (SOA) and a Product Disclosure Statement (PDS) if/when dealing with a specific financial service product recommendation.

Statement of Advice

A Statement of Advice sets out our recommendation along with the basis on which our advice is provided to you and includes any remuneration or other benefits that we may receive. We will also include details of any other matter that might reasonably be expected to be capable of influencing us in providing the advice.

Product Disclosure Statement

When a financial service product is recommended to you, we will also provide you with a PDS written by the financial service product issuer containing all the information on the financial service product that would reasonably be required for the purpose of making a decision about whether to acquire the financial service product.

If we communicate financial service advice to you subsequent to a Statement of Advice being provided, either verbally or in writing, and where we are not legally required to provide you with another SOA or a PDS, you will be provided with a Record of Advice (ROA).

Record of Advice

A Record of Advice provides you with the details of the recommendations made and the basis on which those recommendations were made. In addition it includes any remuneration or other benefits that we may receive.

How we charge for our service

Western Advisory provides advice on a fee for service basis. The types of fees charged include an:

Initial Advice Fee

The initial advice fee covers the initial advice process, from completing the analysis and research of your situation, to matching your objectives, financial situation and needs to strategies and specific products, and the preparation of a Statement of Advice.

Implementation Fee

The implementation fee covers the implementation process, from completing necessary applications to following up on account setup. For example in the case of an insurance recommendation it includes the insurance application and follow up of underwriting processes until the policy is put in force.

Annual Packages

Packages are available with varied levels of service between \$2,950 - \$5,500. Please ask us for more information.

We require fees to be paid in advance before your Statement of Advice is prepared.

Insurance Commissions

Western Advisory will receive a commission from the product issuer if you decide to buy a personal risk insurance product we recommend to you. Western Advisory will receive an upfront commission of between 0% and 66% of the first year's annual premium, and then an annual ongoing commission of between 0% and 22% of the annual premium.

Western Advisory will retain upfront commissions and use them to offset advice fees charged to clients where possible. Ongoing commissions will be retained by Western Advisory to cover ongoing minor administrative expenses.

What information we maintain

Western Advisory maintains a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. Please see our Privacy Policy on the other side of this document.

What to do if you are unhappy with the service

We take any complaint seriously and have an internal complaint handling process to resolve any concerns you may have in relation to your dealings with us. If you are not satisfied with the services provided please write to us at Western Advisory, PO Box 1045, West Perth, WA, 6872. If that does not resolve the issue, please contact:

Australian Financial Complaints Authority (AFCA)

Telephone: 1800 931 678

Website: www.afca.org.au / Email: info@afca.org.au / Mail: GPO Box 3, Melbourne, Victoria, 3001

Australian Securities and Investment Commission (ASIC)

Website: www.asic.gov.au / Email: infoline@asic.gov.au / Phone 1300 300 630