

Privacy Policy

This Privacy Policy covers Maven Financial Planning Pty Ltd ABN 95 630 575 094 (us, we or our).

We understand that the privacy of your personal information is important to you. This Privacy Policy explains how we collect, hold, use and disclose your personal, credit and tax file number information (collectively referred to as “personal information” throughout this Privacy Policy).

This Privacy Policy applies whenever you provide personal information to us, or when we otherwise collect, hold, use or disclose personal information about you in connection with our business and the financial services we provide.

By providing your personal information to us, you consent to us collecting, using and disclosing your personal information in accordance with this Privacy Policy.

We may change this Privacy Policy from time to time by publishing changes on our website. Please check our website periodically to ensure that you are aware of any changes.

What is personal information?

Personal information is information or an opinion about an individual who is reasonably identifiable. For example, this may include your name, email address and contact details.

Credit information is personal information that is collected in connection with a credit application. For example, this may include identification information, default information or repayment history information.

What personal information do we collect?

The information we may collect from you and hold includes:

- name, residential or postal address, email address, date of birth and telephone numbers;
- information about dependants or family members;
- tax file number;
- details of your interactions with us;
- internet protocol address;
- location information;
- information about the type of device and operating system used by you;
- bank account details or credit or debit card details;
- Medicare number or pension card number;
- accounting and financial information;
- occupation, employment history and details;
- family commitments and social security eligibility;
- financial needs and objectives;
- assets and liabilities (current and future), income and expenses;
- superannuation and insurance details;
- risk profile details;

- health information;
- identification information and documents required to verify your identity; and
- any other relevant information that you give to us for the purpose of providing you with our products or services.

We may collect these types of information either directly from you or from third parties.

We may collect information when you:

- visit our website;
- submit electronic or hard copy forms to us;
- participate in a phone call with us; or
- email or otherwise correspond with us.

We may also collect information about you from others such as:

- related entities;
- third-party suppliers and service providers in connection with providing our products and services;
- banks, financial institutions and other financial product providers;
- fund managers;
- superannuation funds; and
- life insurance companies.

Anonymity and pseudonyms

Where practicable, you may deal with us anonymously or by using a pseudonym, including when making a general enquiry about our services.

However, due to the nature of the financial services we provide and our legal and regulatory obligations, we may need to establish and verify your identity before we can provide certain services to you.

Why do we collect, hold, use and disclose personal information?

We may collect, hold, use and disclose your personal and credit information for the following purposes:

- to provide our products and services;
- to send service, support and administrative messages, reminders, technical notices, updates, security alerts and information requested by you;
- to enable customers to access and use our website and services;
- to identify, control or minimise risks to our services;
- to monitor suspicious or fraudulent activity in relation to our services;
- to enforce compliance with our terms;
- to provide information to our representatives and advisers, including lawyers and accountants, to help us comply with legal, accounting or security requirements;

- where necessary to protect our legal rights and interests and the interests of others, including in connection with legal claims, compliance, regulatory and audit functions, fraud prevention and data security;
- to comply with our legal and regulatory obligations, resolve disputes and enforce our agreements with third parties; and
- for other purposes permitted or required by law.

We will only use your information for the purposes for which it was collected (the primary purpose), or for a related purpose where that use would reasonably be expected by you. Otherwise, we will only use your information with your consent or where required or authorised by law.

If you do not provide us with the personal or credit information we request, we may not be able to provide you with the services or products you have requested.

Anti-Money Laundering and Counter-Terrorism Financing

We may collect, hold, use and disclose your personal information to comply with our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* and associated Rules.

This may include collecting and using personal information for identity verification, customer due diligence, ongoing customer due diligence and regulatory reporting.

For these purposes, we may collect and retain copies or details of identification documents, such as your driver's licence or passport.

We will take reasonable steps to securely store this information and to destroy or de-identify identification documents and related information when they are no longer required for the purposes for which they were collected, unless we are required or authorised by law to retain them.

Do we use your personal information for direct marketing?

We may use your personal information to provide you with information about our services, updates or other information that we consider may be relevant to you, where permitted by law.

You may opt out of receiving marketing communications from us at any time by contacting us or by using the unsubscribe facility included in our electronic communications.

We will not sell your personal information to third parties for marketing purposes.

To whom do we disclose your personal information?

We may disclose personal and credit information for the purposes described in this Privacy Policy to:

- related entities;
- third-party suppliers and service providers in connection with providing our products and services;
- payment systems operators;
- banks or other financial institutions;
- fund managers;
- superannuation funds;
- life insurance companies;
- financial product issuers;

- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and
- government agencies, regulatory bodies and law enforcement agencies, where required, authorised or permitted by law.

Where we disclose your personal information to third parties, the information provided to those third parties will be dealt with in accordance with that entity's privacy policy and applicable privacy laws.

Do we disclose personal information outside Australia?

We will not disclose your personal information outside of Australia.

Using our website and cookies

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as the pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use cookies or other similar tracking technologies on our website that help us track website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device.

You can disable cookies through your internet browser, although our website may not work as intended if you do so.

How do we keep your information safe?

We may hold your personal and credit information in electronic or hard copy form.

We take reasonable steps to protect your information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. We use a number of physical, administrative, personnel and technical measures to protect your personal information.

For example, we:

- train our staff about how to keep your information safe and secure;
- use firewalls, intrusion detection and virus scanning tools to help prevent viruses and unauthorised access to our systems;
- have building security measures in place; and
- destroy or de-identify information when it is no longer required, subject to any legal or regulatory requirements to retain that information.

However, we cannot guarantee the security of your information.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained.

Unless expressly stated otherwise, we are not responsible for the privacy practices of, or content on, third-party websites and have no control over those websites.

The privacy policies that apply to those websites may differ from our Privacy Policy, so we encourage you to review them before using those websites.

Accessing or correcting your information

You can request access to the personal and credit information we hold about you by contacting us using the details below.

Sometimes we may not be able to provide access to all of your information. Where this is the case, we will tell you why. We may also need to verify your identity before providing access to your information.

If you think any information we hold about you is inaccurate, incomplete or out of date, please contact us and we will take reasonable steps to correct it.

Do we disclose information to credit reporting bodies?

We do not disclose your credit information to credit reporting bodies, including for the purpose of requesting a credit check on you.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal or credit information, please contact us using the details below.

Please include your name, email address and/or telephone number and clearly describe your complaint.

We will acknowledge your complaint and respond within a reasonable period of time.

If you are not satisfied with how we have dealt with your complaint, you may contact the Office of the Australian Information Commissioner (OAIC):

GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
Website: www.oaic.gov.au

Contact Us

For further information about our Privacy Policy or privacy practices, to access or correct your information, or to make a complaint, please contact:

Privacy Officer

Darren Thomas
T: (08) 8447 2088
E: darren@mavenfp.com.au
A: 22 Nile Street, Port Adelaide

Last updated: September 2026