



Your privacy

How does QSuper protect my privacy?

The privacy of your personal information is important to QSuper.

The Queensland Government has privacy guidelines to make sure personal information is responsibly and transparently collected and managed by public sector organisations, and QSuper is committed to these principles.

Why does QSuper need my personal information?

The personal information collected by QSuper is used primarily:

- to establish and administer superannuation accounts, including accepting contributions from or on behalf of members, investing funds in accordance with a member's chosen investment strategy, providing death and disability insurance coverage, regularly communicating with members about their account and benefits, and paying benefits to members or their beneficiaries
- to help QSuper undertake tasks associated with administering members' accounts
- to enable QSuper to conduct member research to find out views on existing and proposed products and services.

Your personal details may also be used so QSuper can send you information about superannuation and retirement issues, seminars, financial planning, and additional products and services.

The collection of members' personal information is authorised under the *QSuper Act*. If you do not provide your personal information, QSuper may not be able to provide you with certain products or services.

If you do not want to receive promotional material or participate in market research, please call QSuper on 1300 360 750 and let us know.

What kind of personal information does QSuper hold?

QSuper collects and holds personal information for current and former members. The personal information held by QSuper may include:

- general information, such as personal particulars, contact details, tax file number, employment history, and information relating to your superannuation benefits
- health information, such as a personal medical statement or medical information for members who apply for disability benefits
- financial information such as salary, benefit, and contribution history, and banking details when you apply for benefit payments
- spouse and dependant information for death benefit claims.

How does QSuper collect my personal information?

Your personal information is collected from you if it is reasonable and practical to do so. Information about your employment, salary, and contribution details are collected from your employer. If you make a claim for a disability benefit, QSuper may obtain medical reports or other health information about you from medical practitioners, but only after your consent has been obtained.

How is my personal information stored?

QSuper stores your personal information in secure databases. Your information is only accessible by authorised QSuper staff, or authorised service providers who are engaged by QSuper to perform specific functions. Documents containing personal information are held onsite at QSuper or, if archived, at a secure offsite facility. QSuper staff are aware of their responsibility to protect your personal information.

When is my personal information disclosed to others?

The types of organisations QSuper discloses personal information to would typically include your employer, authorised service providers, other superannuation funds which you may transfer benefits from or to, and government departments such as the Australian Taxation Office, Centrelink, WorkCover, or Department of Veterans' Affairs. QSuper may disclose your personal information to third parties if disclosure is necessary to provide products and services, you have consented to the disclosure, or disclosure is required by law.

QSuper members have access to retirement planning services from Q Invest Limited*, an organisation jointly owned by QSuper and QIC. If you choose to see Q Invest, QSuper will transfer the necessary information in respect of your QSuper benefits to Q Invest to ensure the efficient provision of this service.

Otherwise, personal information is kept confidential and is only disclosed to you and your authorised representatives.

*Q Invest Limited (ABN 35 063 511 580) *Q Invest* (AFS licence 238274)

◀ Continued from previous page

Can I access my personal information?

You have rights of access and amendment to your personal information held by QSuper, as provided by the *Freedom of Information Act 1992 (Qld)*. Requests for personal information are free, and are normally handled within 14 days.

Need more information?

We're here to help if you have any questions about this fact sheet, or your super in general. Simply call us, or visit our website for useful information, tools, and calculators all designed to help you make the most of your super. Written enquiries can be addressed to:

The Privacy Officer
QSuper
GPO Box 200
BRISBANE QLD 4001

Contacting QSuper

63 George Street Brisbane
GPO Box 200 Brisbane Qld 4001
Phone 1300 360 750
Fax 07 3237 1118



qsuper.qld.gov.au



SFN: 2610 419 41
ABN: 60 905 115 063