

Privacy policy

LGsuper respects your privacy. Find out how we protect your personal information below.

Primary purpose for collecting information

Personal information, in order to:

- > commence and maintain a correct superannuation account/record for an LGsuper member
- > accurately calculate the amount of benefit to which a member is entitled
- > communicate with a member about their entitlement

it is necessary that LGsuper collect certain personal information that will identify the member and their entitlement.

Sensitive information, in order to determine:

- > the value of a member's death or disablement benefit
- > the person(s) to whom a death benefit may be distributed
- > the entitlement of a member to the early release of benefits

It may also be necessary for LGsuper to collect certain sensitive personal and/or financial and/or health information about a member and/or sensitive personal and/or financial information about a potential beneficiary.

Secondary purpose for collecting information

Personal information may also be:

- > disclosed by LGsuper to the scheme's insurer for the purposes of providing death and disability insurance cover for members
- > used by LGsuper or its agents to undertake market research with members
- > used by LGsuper to search the Australian Taxation Office register of Lost Members
- > disclosed by LGsuper to its agents (such as mailing houses) responsible for undertaking a Scheme function
- > disclosed by LGsuper to government agencies in compliance with legislation (like the Income Tax Assessment Act)
- > used or disclosed for another purpose that is related to the primary purpose of collection, provided that it is reasonable for this to occur.

Collection

LGsuper will not collect personal information unless the information is necessary for one or more of the Scheme's functions/activities. LGsuper will collect personal information only by lawful and fair means and not in an unreasonably intrusive way.

At the time of collection of personal information, LGsuper will provide a collection statement that summarises the Scheme's privacy policy in relation to the information being collected. LGsuper will, wherever reasonable and practical, collect personal information about a member or potential beneficiary only from that person.

If LGsuper collects personal information about a person from somebody else, it will take reasonable steps to ensure that both parties are aware of the Scheme's privacy policy in relation to the information being collected.

Use and disclosure

LGsuper will not use or disclose personal information about a person for a purpose other than the specified primary or secondary purpose of collection unless the person has consented to the use or disclosure.

Data security

LGsuper will keep personal information secure from unauthorised access and will destroy or permanently de-identify personal and sensitive information that is no longer needed for primary or secondary collection purposes.

Openness

LGsuper will make this Privacy Policy available to any person who asks to see it. LGsuper will reveal to any member who asks, the type of personal information held, for what purpose, how information is collected and held and uses and disclosures.

Access and correction

LGsuper will provide persons with access to the information held about them, without charge, unless:

- > providing access would pose a serious and imminent threat to the life or health of the person
- > providing access would have an unreasonable impact on the privacy of other persons
- > the request for access is frivolous or vexatious
- > the information relates to existing or anticipated legal proceedings between LGsuper and the person and the information would not be accessible by the process of discovery in those proceedings
- > providing access would reveal the intentions of LGsuper in relation to negotiations with the person in such a way as to prejudice those negotiations
- > providing access would be unlawful
- > denying access is required or authorised by law
- > providing access would be likely to prejudice an investigation of possible unlawful or improper activities
- > providing access would prejudice the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of its orders.

If LGsuper refuses to provide a person with access to the information held about them, it will provide reasons for not providing access. If a person satisfies LGsuper that the information it holds about that person is not accurate, complete or up-to-date, LGsuper will take reasonable steps to correct the information held. If LGsuper refuses to correct information it holds on a person, it will provide reasons for refusing to make the correction.

Identifiers

LGsuper will not adopt as its own identifier, an identifier of a person that has been assigned by another agency and disclosed by the person. LGsuper will not disclose to a third party, the identifier assigned by another agency unless such disclosure is consistent with the primary or secondary purposes for collection.

Sensitive information

LGsuper will not collect sensitive (e.g. health or financial affairs) information about a person unless:

- > the person has consented
- > the information is required for either or both the primary or secondary purpose for collection
- > the sensitive information is destroyed or permanently de-identified as soon as the primary or secondary purpose for collection has been fulfilled.

LGsuper will be especially careful in handling sensitive information and protecting it from unauthorised access. When collecting sensitive information, LGsuper will specify the purpose for it is being collected and will provide an undertaking that the information will be not be used for any other purpose.

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