

Privacy notice for membership services

Personal information we collect

When providing our membership service, AFCA may collect personal information about individuals who are members or member employees, agents or contractors. The type of personal information that AFCA will generally collect includes:

- identity and contact information,
- information about the type of service provided,
- member employee information,
- licensing information, if applicable,
- industry association information, and
- other personal information we may require.

How we use your personal information

AFCA requires this information to process an application for AFCA membership and provide membership services, including complaint handling services. Without this information, we may not be able to provide our services and this may impact any obligations a member may have that requires them to be a member of AFCA.

We may use and disclose personal information we have collected as set out under AFCA's Rules, Constitution and Guidelines, and where generally required to provide and administer our membership service. We may also be required to disclose a member's personal information when complying with our obligations under Australian Securities and Investments Commission Regulatory Guide 267.

Administration of our membership service may include disclosing a member's personal information to regulators such as ASIC, the Australian Prudential Regulation Authority (APRA), the Australian Taxation Office (ATO) and the Office of the Australian Information Commissioner (OAIC).

When administering our membership service, we may use third-party service providers to process membership data and to communicate with our members. This may require your personal information to be processed overseas. We will only provide third-party service providers with your personal information that is reasonably necessary to enable use of their service.

If you are an individual member, your membership contact information will be made available on our website for consumers. We may disclose your personal information

to an overseas recipient if you are located overseas or your employees, agents or contractors are located overseas or if a consumer is located overseas and makes a complaint about you.

More information about how AFCA handles personal information

Details about how AFCA handles personal information is set out in our Privacy Policy available [here](#).

Our Privacy Policy includes information on how an individual can access or correct their personal information that AFCA holds. It also sets out how an individual can make a complaint about how AFCA has handled their personal information.

If there are any questions about how AFCA handles privacy, please contact AFCA's membership team or send an email to AFCA Privacy at privacy@afca.org.au.