



Fundi Finance Privacy Policy

Protecting Your Privacy

At Fundi Finance, we take your privacy seriously. This Privacy Policy outlines how we collect, use, and protect your personal information in accordance with the Australian Privacy Act 1988 (Cth).

Information We Collect and How We Use It

When assisting you with your financial needs, we may collect personal information including your name, contact details, financial information, and any relevant employment details. We may also collect sensitive information, such as health information, if necessary to assess your financial situation responsibly.

We use this information solely for the purposes of:

- **Evaluating and processing your financial applications**
- **Matching you with suitable funding options**
- **Facilitating communication and managing your relationship with us** (e.g., sending invoices, conducting client satisfaction surveys)
- **Providing you with requested financial product information** (unless you opt out of electronic communications)

We will never sell or trade your personal information to third parties.

Sharing Your Information

We may disclose your information only in the following circumstances:

- To our credit provider partners you choose to work with (and their representatives) to process your application.
- To trusted third-party service providers who assist us with specific tasks (e.g., data storage, mailing). We ensure these providers adhere to the Australian Privacy Principles (APPs).
- As required by law or court order, or under other exceptional circumstances permitted by the Privacy Act.

Security and Retention of Information

We employ robust physical, electronic, and procedural safeguards to protect your information from unauthorized access, use, disclosure, alteration, or destruction. We retain your information only for as long as necessary to fulfill the purposes for which it was collected or comply with relevant laws and regulations.

Accessing and Updating Your Information

You have the right to access and update your personal information held by Fundi Finance. To submit a request, please contact our Privacy Officer via email at brody.baker@fundifinance.com.au or by postal mail at 49 Ball Rd, Eumundi QLD 4562. We will respond to your request within a reasonable timeframe, as outlined in the Privacy Act.

Your Consent

By using Fundi Finance's services, you consent to the collection and use of your personal information as described in this Privacy Policy.

Contact Us

If you have any questions or concerns about our privacy practices, or would like to make a complaint under the Privacy Act, please don't hesitate to contact our Privacy Officer using the information provided above.

Complaints

Internal Dispute Resolution

We are committed to resolving any privacy concerns you may have. If you have a complaint, please contact our Privacy Officer (details above)

Please include as much detail as possible in your complaint, including the specific nature of your concern and any relevant dates or references. The more information you provide, the easier it will be for us to investigate your complaint thoroughly.

We will acknowledge receipt of your complaint within a reasonable timeframe and endeavor to resolve it promptly. We will keep you informed of the progress of your complaint and the outcome of our investigation.

If you are not satisfied with our response to your complaint, you may have the right to make a formal complaint to the Australian Financial Complaints Authority (AFCA) For more information on the AFCA and how to make a complaint, please visit their website at <https://www.afca.org.au/>.