Personal Information Collection Statement

United Super Pty Ltd
Trustee of the Construction and Building Unions Superannuation Fund and issuer of Cbus Super and Media Super products

Date of this policy: May 2025

United Super Pty Ltd ABN 46 006 261 623 AFSL 233792 as Trustee for the Construction and Building Unions Superannuation Fund ABN 75 493 363 262 offering Cbus Super and Media Super products (Cbus, Cbus Super and/or Media Super).

MySuper authorisation 75 493 363 262 473.

Use of `us', `we', `our', or `the Trustee' is a reference to United Super Pty Ltd. Use of 'Fund' refers to the Construction and Building Unions Superannuation Fund.

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United Super Pty Ltd, as the trustee for the Construction and Building Unions Superannuation Fund (the Fund) and issuer of Cbus Super and Media Super products, collects personal information about members, employer contacts, beneficiaries and other individuals with an interest in a Fund benefit or services, such as financial advice. Our *Privacy Policy* provides more information on how we hold, use, disclose and protect your personal information.

The personal information collected on any Fund forms and all other information provided by you to us, our administrator or our insurers, will be used by the Fund in the manner set out in this Statement.

This Statement may change from time to time. The latest version is available on the Cbus Super and Media Super websites. You can also request a hardcopy of this Statement free of charge.

What is personal information?

Personal information (which includes sensitive information) is any information or opinion (whether true or not) about an identified, or reasonably identifiable, person.

The types of personal information that may be collected by us include your:

- Name and contact details (address, email address, phone number)
- Date of birth
- Financial details and tax file number (TFN)
- Health information
- Beneficiary details.

What is sensitive information?

Sensitive information includes information or an opinion about a person's health, as well as information or opinion about personal attributes such as membership of organisations like trade unions or associations, religious or political beliefs.

We will only collect sensitive information of an individual where that information is reasonably necessary for the Trustee to administer a member's account.

Why we collect this personal information?

We may collect your personal information (including sensitive information) to:

- establish and administer your account, including any insurance cover you have
- handle insurance applications and claims including identifying eligible beneficiaries for inclusion in a claim-staking process
- pay benefits
- respond to inquiries, complaints and compliance issues
- provide you with financial advice and related services, this may include information relating to your spouse
- assist in the collection of employer contributions for your account
- with your consent, search for any unclaimed benefits you may have with other super funds or the Australian Tax Office (ATO)
- communicate with you about your account and keep you informed about membership opportunities, including products, services, promotions and an online news subscription
- market directly to you (such as targeted emails or phone campaigns), and for research purposes relating to your Cbus Super and Media Super products and services. Research is undertaken to help us improve and enhance our products and services we offer and provide you.

If we do not collect all the information we require, we may not be able to do these things. In particular, if you do not provide us with your TFN you may pay more tax than you would otherwise have to.

How do we collect your personal information?

Personal information is collected directly from members and potential members and/or a person acting on behalf of the member or potential member, when you join, via application or claim forms, over the telephone, via our website, or in person. All telephone conversations are recorded and retained for training, monitoring and legal purposes.

We may collect personal information during workplace site visits or at our offices.

Collection of your personal information may occur from your employer either directly or through your employer's clearing house, including (but not limited to) your name, date of birth, contact details, tax file number, and the date you cease employment.

At times, we will collect personal information from a third party you would reasonably expect us to collect from, such as an alliance partner, market research companies, our administrator, service providers and other third parties we may use to improve our products and services.

If you apply for increased or different insurance cover, or make a claim, we may be required to collect your personal information (including health information) either directly from you or other third parties such as your employer, medical and health professionals, and our insurers to assess the claim. If you are a health care provider we may collect your information during the claims process via our insurer, a member or a member's representative.

We will collect your personal information from you (and if applicable information about your spouse, family or potential beneficiaries, from either you or your spouse directly) if you choose to receive financial advice and related services from us.

If you contact us or log into our online account facility, we will also collect personal information from you to confirm your identity.

If you are an Employer, we will collect personal information relating to your main contacts through application forms, employer online portal, clearing house, or directly from you through our Employer Engagement Managers, or onsite Coordinators.

If you are an employee of the Trustee, we collect information from you directly or, with your consent, from referees and service providers who assist with background checks. We also collect information throughout your employment relating to leave, training, payroll, emergency contacts, bank details, and other information relevant to managing your employment and career with us.

Disclosure to Third Parties or Service Providers

We may disclose or share your personal information to these third parties or service providers:

- our administrator and other third parties they have engaged to assist in providing administration services on behalf of the Fund
- our current insurance providers during the claims process or our insurance broker in managing insurance arrangements. For additional information on how our insurers manage personal information please see TAL's Privacy Policy which is available at **tal.com.au**. Alternatively, you can contact them directly to request a copy
- our debt collection service provider Industry Funds Credit Control to assist in recovering any outstanding employer contributions
- appointed service providers we need to deal with when undertaking advice monitoring activities, marketing activities, member data analysis, competitions and research
- other superannuation fund trustees and administrators if you transfer your super to another fund
- online data verification service providers
- mail houses to send you information about your account via mail, SMS and email
- web hosting companies, web application developers and other technology service providers
- services providers administering the Cbus Self Managed investment option
- independent consultants, actuaries, auditors, investigators and lawyers for auditing and legal purposes
- your legal representative or other advisers such as financial representatives authorised to act on your behalf, and if required or authorised by law to regulators, tribunals (such as the Australian Financial Complaints Authority (AFCA)) or courts when dealing with a dispute
- entities that are specified in emergency declarations or eligible data breach declarations under the Privacy Act
- if you are a member, to your employer to assist in the payment of superannuation contributions to your Cbus Super or Media Super account
- referees and employment screening service providers when considering your application for employment with the Trustee
- persons that you may either have a personal relationship with such as a family member or friend (where authority is provided over the phone for that specific call or in writing through a third-party authority form)
- with your consent, we may provide your name and email address to The New Daily, in regard to the provision of a news subscription service
- the Financial Advice Association of Australia (FAAA) if you consent to participate in the referral program for the provision of comprehensive personal financial advice.

In accordance with the Construction and Building Unions Superannuation Fund Trust Deed, to assist in obtaining payment of contributions by your employer, we may also disclose your personal information to sponsoring organisations or affiliated unions for the purpose of assisting members in determining whether your employer has complied with their obligations to pay superannuation contributions on your behalf. Information is provided in response to specific requests and the information disclosed relates only to payment of contributions by your employer. Members can opt out at any time should they not wish for their personal information to disclosed for this purpose.

Disclosure Overseas

In some circumstances, personal information collected by the Trustee may be accessed by employees based overseas (subject to approval), disclosed to service providers located overseas, including:

- where they may be connected to the administration of member accounts
- where they may provide benefits associated with member accounts.

Information that may be disclosed could include your name, date of birth, address, employment details, financial information, gender or medical details in respect of your Cbus Super or Media Super membership.

Some of the services provided by our service providers (or their subcontractors) such as administration or insurance may be performed by organisations located in:

- Canada
- Germany
- India
- Ireland
- Japan
- New Zealand
- Philippines
- United Kingdom
- United States of America

We will take all reasonable steps to ensure that any overseas disclosures are made in a secure manner and that your information is protected.

Internet, online portals and mobile app

If you visit our public websites, information will be collected which does not identify you. That information is related to your internet service provider, the date and time of visit and the pages visited.

Our websites will also collect cookies during your visit. A 'cookie' is a piece of data stored on a computer tied to information about the user.

We use cookies on the secure (HTTPS) and unsecured (HTTP) sites to obtain information regarding the use of the Cbus Super and Media Super websites. By using our websites you agree to our use of technology of this type.

You can configure your preferences and options in your browser to reject all cookies, however this means you will be unable to view secure pages that require authentication, such as our online portal.

If you use any of our online portals, information about your identity, including identity verification systems, and other personal information is collected, stored and securely transferred between the Trustee office, our administrator and our insurer where appropriate.

Our Privacy Policy

Find out more in our *Privacy Policy* on how we manage your personal information including :

- how your personal information is stored and protected
- accessing and seeking to correct your personal information we hold about you
- making a complaint about a breach of your privacy by the Trustee and how we handle complaints.

Contact us or see our *Privacy Policy*:

- Cbus Super: **cbussuper.com.au/privacy**
- Media Super: **mediasuper.com.au/privacy**

Contact us

	Cbus Super	Media Super
	1300 361 784	**1800 640 886**
	8am to 8pm (AEST/AEDT), Monday to Friday, closed on national public holidays	
	cbusenq@cbussuper.com.au **cbussuper.com.au**	**enq@mediasuper.com.au** **mediasuper.com.au**
	Cbus Super Locked Bag 5056 PARRAMATTA NSW 2124	**Media Super** Locked Bag 5056 PARRAMATTA NSW 2124
	Visit us in person in Adelaide, Brisbane, Melbourne, Perth and Sydney. Details:	
	cbussuper.com.au/contact	**mediasuper.com.au/contact**