

# **PRIVACY STATEMENT**

ARK Capital Funds Limited ("ARK Capital", "we", "us", "our") is committed to providing a high level of privacy to its customers, consultants and other affiliates in relation to the personal information that is collected from them. To display this commitment, we have formulated the following privacy statement for our customers' viewing.

## **Collection of Personal Information**

The type of information generally collected by Ark Capital includes your name, address, telephone number, facsimile number, e-mail address and general financial information. We collect this information in order to perform the services that you have requested, to answer the query that you have made, and for other related purposes within your reasonable expectations. We limit the collection of information from you to what is necessary to provide our products and services, to offer new products and services, and to fulfill any legal and regulatory requirements.

When you browse this website, our Internet Service Provider makes a record of your visit. Certain information about your visit onto our website is logged for statistical purposes.

Ark Capital does not attempt to identify you or to monitor or chart your on-line activities from this information. The information is solely used for website analysis and improvement, and to increase the relevance and usefulness of our products and services to our customers.

Our intention is always to collect your personal information directly from you. If for a valid reason we are unable to do so, we may involve another organisation. For example, when you apply for a credit facility, or in connection with the ongoing management of your Ark Capital loan/s, we may collect information such as a credit report from a credit reporting agency.

We will not conduct any inquiries into your credit history or exchange information with other credit providers until you have completed and signed Ark Capital's Privacy Act authority form.

## **Use and Disclosure of Personal Information**

Ark Capital will generally only use your personal information for the purpose for which it was collected, and for related purposes which are within your reasonable expectations. Your personal information may also be used in market research and statistical studies, and improvement of our products and services. We will use de-identified information in these circumstances wherever possible.

We may also use your personal information to notify you of new products and services, send surveys to you and keep you informed of any other changes at Ark Capital which may affect you. If you respond to a survey or questionnaire, your responses will only be used in internal marketing and the improvement of services and products offered to our customers.

If Ark Capital collects sensitive information from you, we will use and store that information in a considerate, discrete and secure manner.

Ark Capital will not sell your personal information to any third parties.

When Ark Capital engages external marketing or research service providers these service providers will be required to sign confidentiality agreements. We will only engage such other organisations where we are assured that that organisation has the same commitment as us to the protection of your personal information. They will only be permitted to use personal information disclosed to them by Ark Capital for the specific purposes for which it was provided.

We will only disclose your personal information to another organisation where we have obtained your consent in writing, orally, or implied from your dealings with us, or where we are required to disclose that information by law.

## **Personal Information Quality**

Our goal is to ensure that your personal information is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information, we have about you is not accurate, complete or up-to-date, please contact us and we will use all reasonable efforts to correct the information.

## **Personal Information Security**

Ark Capital is committed to keeping secure the data you provide us and we will take all reasonable precautions to protect your personally identifiable information from loss, misuse or alteration.

By law, we are required to hold certain information about you for a specific period of time, even after you are no longer an Ark Capital customer. However, after that time you can be assured we will destroy your personal information thoroughly and safely.

We may also hold certain information about you which is required for a purpose of which you are aware or reasonably expect us to hold the information. When that information is no longer needed, it will be safely and thoroughly destroyed or permanently de-identified.

## **Access to Personal Information**

You are entitled to request access to the personal information we hold about you. We are able to provide you with information such as your name, address and contact details quite easily. Where more detailed information is requested, we may need to apply a retrieval fee. This process may take up to 30 days from your request. If we deny, or are unable to fulfill your request, we will let you know why. If you need to access your personal information, please write to us at the address listed below.

## **Cookies**

A "cookie" is a piece of information that an Internet website sends to your browser when you access information at that site. Cookies indicate to a website that you have visited it before and they can be used to record what parts of a website your computer is visiting. Cookies do not identify individual users, although they do allow identification of the type of browser used and the Internet Service Provider (ISP).

There are two types of cookies: "persistent" and "session-based".

Persistent cookies track a visitor's journey through the issuing website. They are stored on your computer and allow the website provider to see which pages and information are of most interest to those browsing the site. This type of cookie does not contain personal information; only a log of your movement through the website.

Session-based cookies are short-lived, existing only for the actual time you are logged on. These cookies ensure heightened security for you, by authenticating and identifying your registration for the secure areas of the site without the need for you to constantly re-enter your information. They expire when you close your web browser.

Most browsers can be configured to refuse cookies. You may also delete cookies

from your hard drive. However, doing so may hinder your access to areas of our site and others.

## **Online Security**

Our website uses encryption techniques to enhance your privacy and security on the Internet. When logging into our secure area, you may be asked to enter a unique username and password. Remember to keep these codes secure, as without them you will not be able to access secure information on the site. Ensure that your password cannot be easily guessed, is kept secret and not written down. Should you forget your password or username details please contact us immediately by post, telephone or e-mail (see details below). If you use a shared computer, please remember to log out so that the next user will not have access to your details.

We remind our customers that, despite best practice, the privacy, security and integrity of information transmitted via the internet (including e-mail) cannot be guaranteed, except where we have indicated previously that a particular transmission will be protected (for example, the secure area of the site).

## **Links**

The Ark Capital website may contain links to a number of other websites that are included on the basis of containing content relating to our business and related areas, or to sites containing general information for the personal interest of the user. When a user has clicked on a link to another site, they leave the Ark Capital site and are no longer protected by the Ark Capital privacy statement.

## **Amendments to this Privacy Statement**

We may amend this Privacy Statement from time to time, but will remain bound by any legislative requirements. We may notify you about changes to this Privacy Statement by posting an updated version on our website.

## **Promotional Material**

We respect that you may not wish to receive special offers, updates or surveys from Ark Capital. If at any time you wish not to receive further information from Ark Capital, please contact us at the below address. Ensure that you include your name, postal address, telephone number, e-mail address and any other relevant information so that we can adequately remove your details from our list.

Send an e-mail to: [info@arkcapitalfunds.com.au](mailto:info@arkcapitalfunds.com.au)

Send mail to:  
Ark Capital Funds Limited  
Level 3, 29 Stewart St  
Richmond VIC 3121

## **For more information**

If you have any questions, concerns or comments, please e-mail:

[info@arkcapitalfunds.com.au](mailto:info@arkcapitalfunds.com.au)

You can also contact the Federal Privacy Commissioner at:

**Office of the Australian Information Commissioner**

**Level 3, 175 Pitt Street**

**Sydney NSW 2000**