



# Collection Notice

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INDUS AU PTY LIMITED  
ABN 78 682 656 873

AUTHORISED REPRESENTATIVE OF AUSTRALIAN  
FINANCIAL SERVICES LICENCE NO. 337927

[WWW.INVESTINDUS.COM/AU](http://WWW.INVESTINDUS.COM/AU)

SUITE 4.03, LEVEL 4, 56 CLARENCE STREET,  
SYDNEY NSW 2000, AUSTRALIA.

## Who We Are

Indus AU Pty Limited (ABN 78 682 656 873) is an authorised representative (Authorised Representative No. [xx]) of Sanlam Private Wealth Pty Ltd (ACN 136 960 775, Australian Financial Services Licence No. 337927). Indus AU Pty Limited, together with its related entities (collectively, the Indus group), provides access to international investment opportunities and supporting products and services. For more information about Indus, visit our website at [www.investindus.com/au](http://www.investindus.com/au)

In this Privacy Collection Notice, 'we', 'us' or 'our' refers to Indus.

## What this Notice Contains

This notice outlines how we collect, hold, use, and share the personal information you provide through the Indus mobile and web app (our platforms).

It covers:

- The types of personal information we collect.
- Why we collect and use that information.
- Who we may share your information with.
- How to find our Privacy Statement or contact us about our privacy practices.

Please also review the terms for our products and services, including our Terms and Conditions and any product feature terms, which may provide additional detail about how we handle personal information for those offerings.

We may update this collection notice from time to time without notifying you unless the change is material or required by law. The most current version is always available on our website.

## What Personal Information is

Personal information means information or opinions about an individual who is identified or reasonably identifiable. This can include a person's name, age, gender, postcode, and contact details. It may also include financial details, such as transaction history, and other data. For example, an investor's annual statement that includes their name would be reasonably identifiable information.

## What Information We Collect

We collect your personal information when you access our platforms, and on an ongoing basis as you use our products and services, including:

- Information that identifies you, such as your name and contact details.
- Information about your personal circumstances, such as marital status, age, and gender.
- Details from identity documents or government-issued cards, such as a driver's licence, passport, Medicare card, or pension card.
- Financial information, including transactions and payments made through our platforms, and details of your assets and liabilities
- Information you provide when opening an account with us.
- Information about your use of our online services, platform, and websites, including login details, activity logs, IP address, and data collected by cookies.

- Records of the consents you give us for sharing your data.
- Your responses to surveys, searches, or chats in our platform, including any free-text inputs.
- Information about the devices you use to access our platforms and how you use them, including pages viewed, click rates, scrolling, and time on page. We may use this to build a behavioural profile specific to you and to help identify unusual activity.

Some of the information we collect may be sensitive information. Where required, we will ask for your permission before collecting it.

We may collect information directly from you or from third parties, including:

- Someone acting on your behalf.
- Service providers that capture data when you use our platform on our behalf.

If you provide information about another person, you must have their authority to do so and you should let them know about this notice.

## Why We Collect Your Information

We collect, use, and share your information to provide our products and services.

This includes:

- Confirming your identity and managing our relationship with you, including communicating about our products, services, and your account.
- Identifying, managing, and minimising security risks, and detecting and preventing fraud, scams, and unauthorised activity.

- Complying with our legal obligations.
- Enabling access to your account and the platform, updating your account, and supporting your use of our products and services, including processing trades, top-ups, withdrawals, and payments (to you, us, or third parties).
- Notifying you of account activity and eligible investment opportunities.
- Responding to complaints.
- Designing, pricing, managing, and improving our products, services, and digital features.
- Maintaining our security holder records.
- Using your information for any reason or purpose set out in our Privacy Statement.
- Any other purpose you have consented to, or that is necessary to provide our products and services.

If you do not provide, or do not allow us to collect, personal information, or if the information is inaccurate, incomplete, false, or misleading, we may be unable to give you access to our platform, products, or services.

You must ensure the information you provide is accurate, current, and complete, and you must tell us as soon as possible if your personal details change.

## Who We Share Your Information With

- Information about you may be shared within Indus and with related companies ultimately owned by Indus Limited (NZBN 9429051833640) (the Indus Group), and with third parties that help us deliver our products and services or where required by law, including:

- Service providers that support our products and services (including security, risk, and analytics).
- Brokers and other representatives acting on our behalf.
- Third-party businesses that market our products and services or generate insights (including sharing de-identified information).
- Regulators, law enforcement agencies, and government bodies.
- Third parties involved in a sale or transfer of assets.
- Other recipients described in our Privacy Statement.

Some recipients are located overseas. This includes Indus Group members in New Zealand and third parties that operate or store data outside Australia, including in New Zealand and India. We may transfer information overseas to complete international transactions, provide our products and services, or comply with laws and assist government agencies and law enforcement. Where we send information overseas, we put appropriate privacy and data-handling arrangements in place to protect it.

We may also share your information if we sell or merge some or all of our business or assets. Information that does not identify you may be used and shared for any purpose.

## Contact Us

If you have questions about our Privacy Statement, or if you wish to access or amend your information, please contact us at:

Email: [support@indus.au](mailto:support@indus.au)

If you believe we have not met our obligations under the Privacy Act, please contact us at the email above.

We value your feedback and appreciate being told when you have a complaint. If you have a complaint, contact us and we will review it and try to resolve the issue.

You can reach us via the "Contact Us" button in the Indus app, or through one of the channels below.

Email: [support@indus.au](mailto:support@indus.au)

Phone: **1800 680 099**

As we operate in the financial services industry, you can contact the Compliance Manager at Sanlam Private Wealth Pty Ltd on:

Email: [compliance@privatewealth.sanlam.com.au](mailto:compliance@privatewealth.sanlam.com.au)

Phone: **(03) 8640 5508**

If we are unable to resolve your complaint to your satisfaction, you may contact the Australian Financial Complaints Authority (AFCA), our external dispute resolution scheme, quoting Sanlam's Member Number 14570.

AFCA provides fair, free, and independent resolution of financial complaints. The contact details for AFCA are:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: **1800 931 678 (toll-free)**

Mail: **Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.**

For more information about your privacy rights, our obligations, and how to make a privacy complaint, visit the Office of the Australian Information Commissioner at:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: **1300 363 992**

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Mail: GPO Box 5218, Sydney NSW 2001

