

Privacy Collection Statement

1. About us

Betashares Invest is an online investment platform that allows investors to buy, hold and sell exchange-traded funds and other exchange-traded products ('ETPs') through an account that can be accessed via the Betashares Direct mobile application ('Betashares Direct App') and/or web application (once available) ('Betashares Direct Online').

Betashares Capital Ltd (ABN 78 139 566 868, AFSL 341181) ('Betashares') is committed to respecting and safeguarding your privacy. This Privacy Collection Statement ('Statement') describes how we collect, hold, use and share your personal information when you open, access and manage (and provide us with instructions in relation to) your Betashares Invest account using the Betashares Direct App or via Betashares Direct Online.

2. Collection

Betashares will collect personal information about you through your interactions with us, for example when you open a Betashares Invest account, use the Betashares Direct App or Betashares Direct Online, contact us by webchat or when you register for or participate in events organised by us. Additionally, we may collect personal information about you from data list providers when you have consented to them disclosing your information.

Information collected

The information (being personal or otherwise) that Betashares collects varies depending on who you are and how you interact with Betashares and your Betashares Invest account.

Personal information collected from you may include:

- your name
- your date of birth
- your contact details (such as your email address or residential address)
- information about your personal circumstances
- information contained in identity documents or government documents provided by you (e.g. driver's licence or passport)
- Tax File Number, exemption reason or country of residence
- bank account information
- investment holdings.

It is not our intention to collect 'sensitive information' (as defined in the Privacy Act 1988 (Cth)). In the event such information is collected, it will only be used or disclosed for a purpose connected to Betashares' business. If sensitive information is obtained it will be collected, used and disclosed in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Betashares Privacy Policy.

If you do not provide or allow us to collect your personal information, or the information you give us is inaccurate or incomplete, we may not be able to process your Betashares Invest application, give you access to the Betashares Direct App (or Betashares Direct Online) or provide services to you.

Cookies

We may collect information from you based on how you use the Betashares Direct App through cookies.

A cookie is a small text file sent by a website to your computer, tablet, mobile phone or other device to store certain information, such as user preferences, so that it can be retrieved later. The purposes for which cookies may be used can range from enhancing security to personalisation of services. We may utilise the information we collect from you to enhance your experience with the Betashares Direct App or Betashares Direct Online.

The information we collect about you may include:

- information related to your actions within the Betashares Direct App or on Betashares Direct Online, such as the name of the security being viewed or traded, browsing activity and navigation patterns
- IP location details, including time zone
- date and time of visits to or use of the Betashares Direct App or Betashares Direct Online.

3. Use and disclosure of information

Betashares will only use and disclose information collected about you for a purpose:

- made clear to you via disclosure in the Terms of Use or in the Product Disclosure Statement for Betashares Invest
- required, authorised or permitted by, or under any law (such as the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) ('AML/CTF Act') or taxation laws)
- authorised by you
- you would reasonably expect.

We collect, use and disclose your personal information:

- to set up an account on Betashares Invest
- to verify your identity
- to communicate with you regarding your Betashares Invest account or the Betashares Direct App / Betashares Direct Online
- to improve on and personalise our services and experience for investors
- to facilitate payments and carry out instructions provided by you in relation to your Betashares Direct account
- to contact you about our products and services
- for data analytics purposes
- to manage and resolve complaints made
- to detect and prevent fraud, identity theft, money laundering or other illegal activities.

Other purposes for which we may use your personal information include:

- monitoring and evaluating Betashares' products and services
- assisting with queries related to Betashares' products or services
- staff training and quality assurance purposes
- assisting in regulatory reporting matters
- marketing and client communication purposes, including to notify you about Betashares events
- building investor profiles
- market research purposes.

Importantly, personal information will not be used for any purpose not considered by this Statement or the Betashares Privacy Policy.

4. Electronic verification

Betashares collects personal information to comply with our obligations under the AML/CTF Act. In applying to open a Betashares Invest account, you consent to disclosing personal information such as your name, date of birth and residential address. We have engaged service providers to assist us with meeting our AML/CTF Act requirements who will seek to electronically verify your identity to varied third party databases.

If we are unable to verify your identity using the above method, we will contact you to obtain further information.

5. Disclosure

Your personal information (such as your name, date of birth or contact details) may be disclosed to Betashares' service providers or its related bodies corporate, associates, agents or contractors in connection with the provision of services by Betashares (including in relation to the Betashares Direct App or Betashares

Direct Online), as well as to improve our customer service or for market research. Betashares may also disclose your personal information to regulatory bodies and government agencies.

Overseas distribution

Betashares is based in Australia. However, in connection with the purposes set out in this Statement, personal information may be disclosed to a recipient located outside of Australia (following due diligence where reasonably practicable to do so, which may include considering the data security controls the recipient has implemented), such as service providers or other third parties who store data or operate outside of Australia, or where such disclosure is required under applicable laws or regulations.

Where your information is sent overseas, it is likely to be to one of the following countries:

- Canada
- European Union countries
- India
- Japan
- New Zealand
- Singapore
- United Kingdom
- United States.

6. Complaints and accessing and updating personal information

The Betashares Privacy Policy provides you with information about how you can:

- access and correct the personal information we hold about you
- make a privacy-related complaint and how we deal with such complaints.

The Betashares Privacy Policy is available on our website at www.betashares.com.au/privacy-policy/ and in the “About” section of the Betashares Direct App.

7. Contact us

If you have any questions relating to our privacy framework, would like to complain, or wish to access or correct the personal information we hold about you, please contact Customer Support via:

Telephone: 1300 487 577 (within Australia) +61 2 9290 6888 (outside Australia),
9.00am-5.00pm (Sydney time), Monday to Friday
In-app chat: Accessible via the Betashares Direct App, 9.00am-5.00pm (Sydney time), Monday to Friday
Email: support@betashares.com.au
Post: Level 6, 50 Margaret St, Sydney NSW 2000.

This Statement and the Betashares Privacy Policy may change from time to time. The latest versions will be made available on our website.

This Statement was last updated on: 8 June 2023