

Personal Information Collection Statement

Who we are

The Trustee, L.U.C.R.F Pty Ltd and Labour Union Co-operative Retirement Fund Pty Ltd (LUCRF Super) are referred to in this document as “we”, “our”, or “us”.

Why we collect your personal information

We collect your personal information to provide superannuation products and services to you, or in relation to one or more of our functions or activities under superannuation, financial services and taxation related laws.

This generally involves:

- Identifying you
- Finding and paying out any lost super
- Investing your benefits
- Providing an income in retirement or a lump sum payment
- Communicating with you about your account, any third party offers and our products and services
- Establishing your eligibility for insurance
- Resolving complaints
- Providing financial advice
- Market research

How we collect your personal information

We collect your personal information:

- Directly from you
- Your employer
- Other superannuation funds
- The Australian Taxation Office
- The Department of Human Services
- Other third parties.

We may also collect some of your health information from our insurer, your medical practitioner and legal advisers if you consent to the collection.

What if you don't provide us with some of your personal information?

If you choose not to give us some of your personal information required to provide you with our products and services, we may not be able to provide some or all of those products and services to you.

If you don't provide us with your TFN, you may have to pay more tax.

Who else may have access to your personal information?

The information we disclose to other organisations about you will depend on the products or services that we provide you.

The types of organisations or people that we may provide your personal information may include:

- Our internal administration system provider
- Other super funds
- Auditors
- External complaint handling agencies
- Mail house
- Our insurer
- Law enforcement agencies
- Certain government bodies
- External research institutions
- Direct marketing agencies
- Verification & validation agencies
- Contribution collection agencies

We may also disclose your personal information to third parties to offer you products or services that we believe may be of interest to you. Before we disclose your private information, we will ask for your consent. If you choose not to give us your consent or you opt out of the offer, we will not disclose your personal information.

If you have requested to transfer your benefits between LUCRF Super and New Zealand, we will disclose your personal information to your KiwiSaver Scheme.

How to access and correct your personal information

Please visit our Privacy Policy for information about accessing and correcting your personal information, or lodging a complaint. Our Privacy Policy will change from time to time. The latest version is available from lucrf.com.au/privacy.

Contact us
1300 130 780
lucrf.com.au

