

Financial Services Guide and Adviser Profile



Havana Financial Services Pty Ltd
ABN: 90 619 804 518
Australian Financial Services Licensee
No: 500435

Head Office:

Suite 204, 111 Harrington Street,
Sydney, NSW 2000

Phone: 02 8004 6299

Email: tom@havanafs.com.au

Website: <https://havanafs.com.au/>

Everest Private Wealth Pty Ltd

ABN: 23 627 402 395

Trading As: Everest Private Wealth

Corporate Authorised Representative No. 1266574

Scott Taylor

Sub-Authorised Representative No. 1266590

Of Everest Private Wealth Pty Ltd, Corporate Authorised
Representative of Havana Financial Services Pty Ltd

Alexander Luck

Sub-Authorised Representative No. 454091

Of Everest Private Wealth Pty Ltd, Corporate Authorised
Representative of Havana Financial Services Pty Ltd

Daisy Magor

Sub-Authorised Representative No. 492049

Of Everest Private Wealth Pty Ltd, Corporate Authorised
Representative of Havana Financial Services Pty Ltd

Ashley Pickett

Sub-Authorised Representative No. 1304354

Of Everest Private Wealth Pty Ltd, Corporate Authorised
Representative of Havana Financial Services Pty Ltd

Katrina Smith

Sub-Authorised Representative No. 1294510

Of Everest Private Wealth Pty Ltd, Corporate Authorised
Representative of Havana Financial Services Pty Ltd

Office: Everest Private Wealth
125 Cambridge Street,
WEST LEEDERVILLE WA 6007

Phone: (08) 6249 7266

Email: advice@everestpw.com.au

Website: www.everestwealthgroup.com

PART 1 – FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is issued by Havana Financial Services Pty Ltd ABN 90 619 804 518 AFSL 500435, referred to as Havana Financial Services “we”, “us”, and “our”.

Havana Financial Services is a diversified financial services group that provides wealth management and stock broking licensee services. Havana Financial Services is not related to any Bank or Institution.

Please refer to the website www.havanafs.com.au for details on the company.

There are two parts to this FSG. Please make sure that you read both parts before making any decision based on our advice. This document is Part one and Part two is the Adviser’s Profile, which includes information about your financial adviser (“adviser”), who is one of our Authorised Representatives. Any reference to an adviser will include the deals of the adviser’s company if they are part of a corporate entity. If the adviser’s profile is not attached, please ask the adviser for this profile, or contact Havana Financial Services Head Office whose contact details are in the next section. Your adviser is authorised by us to distribute this FSG.

WHAT IS A FINANCIAL SERVICES GUIDE (FSG)

The Financial Services Guide (FSG) is an important document that is designed to help you decide whether to use the financial services offered. The main purpose of the Financial Services Guide (FSG) is to give you an overview of the financial services that are being offered and it provides you with the following information:

- About us;
- What kinds of financial services we are authorised to provide to you;
- The process we follow to provide financial services;
- How we, our Authorised Representatives (and any other relevant persons) are remunerated;
- Are there any of our associations or relationships that might influence the financial services we offer?
- How we collect, use and disclose the information you provide to us
- Our complaints handling procedures and external dispute resolution procedures including how you can access them.

The terms Representative, Authorised Representative, Corporate Authorised Representative, and Advice Provider means that a person, or entity, is authorised to represent a business that holds an Australian Financial Services (AFS) licence. **Havana Financial Services** is the holder of an AFS Licence and is therefore responsible for the financial services provided, including the distribution of this Financial Services Guide (FSG).

As there are many different titles in the marketplace describing such authorised representatives and advice providers throughout this document we are describing them as Adviser(s) or Your Adviser(s).

WHAT KINDS OF FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE TO YOU AND WHAT KINDS OF FINANCIAL PRODUCTS DO THESE SERVICES RELATE TO?

Havana Financial Services is authorised to provide product advice on and to deal in the following strategies and classes of products to both Retail and Wholesale Clients:

Strategies

Financial planning strategies including:

- Tax planning (in consultation with your tax adviser)
- Estate planning
- Business succession planning including life risk insurance
- Life Insurance and risk management
- Derivatives
- Pre and post retirement planning
- Retirement income
- Social security advice
- Investments
- Self-managed superannuation funds (SMSF)
- Wealth accumulation
- Wealth creation
- Gearing
- Standard Margin lending
- Superannuation and rollover advice
- Asset allocation and management advice
- Ongoing advice and review services

Product Classes

- Deposit and payment products limited to; basic deposit products and deposit products other than basic deposit products.
- Debentures, stocks or bonds issued or proposed to be issued by a government.
- Derivatives
- Life Products including: Investment Life Insurance Products, and Life Risk Insurance Products.
- Interests in managed investment schemes including: Investor directed portfolio services.
- Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997).
- Securities.
- Standard Margin Lending Facility.
- Superannuation.

Your Adviser may only be authorised to provide advice in some of the above areas. Please refer to the Adviser Profile (Part 2 of this FSG) which sets out those areas your Adviser is authorised to provide you with advice and recommendations.

Please note that only products approved by **Havana Financial Services** may be recommended by the adviser.

If you hold a specific product which is under a class of product covered by the Havana Financial Services licensee, your adviser may review and advise you on this product even though it is not on our APL. However, your Adviser will not be able to deal in, write or arrange further business on this product if it is not on our:

- APL;
- is a product on which they are not authorised to provide personal advice. The Adviser Profile (Part two of this FSG) outlines the classes of financial products on which they can provide advice.

Your adviser may also conduct separate business activities such as accounting, mortgage advice and other services not provided under our licence. We are only responsible for the financial products and services described in this FSG and on our APL. From 1 July 2014, new regulation requires your financial adviser to declare whether they are a registered (tax) adviser and the tax (financial) advice service they are authorised to provide.

NOT INDEPENDENT

Havana Financial Services Pty Ltd receives commission payment on Life Insurance Products. This allows us to advise and place your insurance without charging you, the client, directly but rather receiving remuneration from product issuers. By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask your adviser.

THE PROCESS WE FOLLOW TO PROVIDE FINANCIAL SERVICES

Your adviser acts as our Authorised Representative when providing personal advice to you and therefore we are responsible for any advice given. Your adviser is under an obligation to act in your best interests in relation to any personal advice provided to you (known as the 'best interest duty').

Your adviser is authorised by us to give you personal advice, but in order for them to do so, you need to provide them with information about your needs, goals and objectives. If you choose not to provide your adviser with this information, any advice they provide may not be appropriate to your needs.

PROVIDING YOUR ADVISER WITH INSTRUCTIONS ON HOW TO BUY OR SELL FINANCIAL PRODUCTS.

You may specify how you would like to give your adviser instructions, for example, in writing, by telephone, fax or other means. However, in some instances your adviser will require your instructions to be in writing. For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial adviser to act as your attorney or authorised signatory
- nominate any financial adviser to receive your statements without you also receiving a copy, or
- give your adviser unclear or misleading instructions or false information.

Other documents that you may receive in addition to the FSG and Adviser Profile, your financial adviser may provide you with the following documents:

- A Statement of Advice (SoA) or Record of Advice (RoA).
Before your adviser provides you with any personal financial product advice (personal advice), they will collect information about you, your objectives, financial situation and needs. The SoA will set out the advice and the basis upon which it is given. You may then decide whether or not to act on it. It will also set out information about our remuneration and your adviser's remuneration and disclose any associations or relationships which might reasonably be expected to influence them when providing the advice. Any subsequent personal advice that is provided to you may, if it is in relation that has already been provided to you, be documented in an ROA, provided there has not been a significant change in your personal circumstances or the basis upon which the initial advice was provided. Copies of all advice documents will be retained on your client file and you may request a copy by contacting your adviser.
- A Product Disclosure Statement (PDS).
If a particular financial product (other than securities) is recommended by your adviser you must also be provided with a PDS issued by the product issuer. The PDS contains information about the benefits, risks and other features of the product, which will enable you to make an informed decision about whether to purchase the product.

HOW WE, OUR ADVISERS (AND OTHER RELEVANT PERSONS) ARE REMUNERATED

Both we, and your adviser receive remuneration from:

- service and advice fees paid by you;
- Remuneration and other payments paid by product providers;
- other benefits.

All Fees and Remunerations must be paid to us, the Financial Services Licensee. We will then forward on to your adviser their share of the fee or remuneration.

No Fee or Remuneration is allowed to be paid to your Adviser directly or by way of direct debt to your adviser's account.

Service and advice fees paid by you

Your adviser will discuss and explain our fee structure with you before we provide you with any financial advisory services. The types of fees you can be charged are listed below. Also, you may be charged a combination, or part of, any of these fees:

- Fee for advice - your adviser may charge fees for the preparation and implementation of the advice. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal financial advice for you.

- Ongoing advice fee - your adviser may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be either a set amount or based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio, e.g. an hourly rate. Your adviser will discuss these fees with you prior to giving you the advice.
- **General Advice / Execution Only instructions**
Where “General Advice” or an “Execution Only” instruction is provided, you may request particulars of remuneration payable to us and to your adviser, directly from your adviser. Please refer to the Adviser Profile attached for information about any portion of these fees that we may retain and please ask your adviser, or us, if you require further information about any of the fees and charges that you pay.

Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods. Where it is debited from your investments, it is normally referred to as the Adviser Service Fee. In most instances, you will be able to select the method of payment that suits you best. Your Adviser will discuss and agree the method of payment with you before providing you with services. The specific fees and services that you will pay for will be set out in your SoA or other advice documents, your annual fee disclosure statement or client service agreement.

Your current options:

- You may choose to be charged a financial planning advice fee that is based on the time spent preparing your SoA (or other advice document) and is dependent on the complexity of the advice; or
- You may enter into a service agreement with your adviser that covers items such as ongoing advice, newsletters, annual reviews and portfolio valuation reports. You and your adviser should discuss the services to be included and the fee that you will pay. Alternatively, it will be set out in the service agreement provided by your adviser either before, or at the time, you are presented with your SoA.

Remunerations and other payments paid by product providers

If you implement a financial product through us, we may receive payments in the form of initial remuneration and/or ongoing remuneration from the financial product providers. These remunerations are included in the fees and premiums you pay for the product. This is not an additional cost to you.

Investment products held pre 1 July 2013

We may receive initial (upfront) remuneration from the product provider for additional amounts invested in products you held prior to 1 July 2013. Generally, the remuneration will be a percentage of the amount you invest (may be up to 5.5 per cent including GST) and may vary from product to product.

We may also receive ongoing (trail) remuneration from the product provider on a periodic basis for the duration of your investment. Details of such remuneration (which may be up to 1.1 per cent including GST) will be set out in your SoA.

Investment products held post 1 July 2013

For most products with an investment component entered into after 1 July 2013, remuneration, both initial and ongoing, will be agreed to by you with your adviser and detailed in your ongoing fee agreement you have with your adviser.

Risk insurance products

We may receive initial remuneration from the life insurance company for risk insurance products that you purchase and we may also receive ongoing remuneration when you renew your policy. This remuneration is taken out of the premium that you pay and is not a separate charge to you. Applicable risk insurance remunerations are included in the Adviser Profile and will be detailed in your SOA. No remuneration is payable on group insurance policies held within your superannuation

that commenced after 1 July 2013. For group insurance policies within superannuation that commenced prior to 1 July 2013, remunerations may be received. Remunerations may also be received in relation to retail insurance policies held within superannuation irrespective of the date of commencement.

Referral arrangements

Your adviser may have referral arrangements or associations with other financial services providers, such as accountants. These are detailed in the Adviser Profile and may be referred to in any advice document provided to you.

HOW WE COLLECT, USE AND DISCLOSE INFORMATION

Your adviser will retain the following personal information on your client file:

1. A record of what you tell your adviser about your objectives, financial situation and needs to enable your adviser to give you personal advice.
2. A copy of all personal advice provided to you. This includes the Statement of Advice or Record of Advice (SoA or RoA) provided to you when you initially received personal advice, as well as any subsequent advice. and
3. Other records relating to the provision of financial services and advice given to you. Ask your adviser if you would like to examine your client file. You can request a copy of any advice document either by phone or in writing. Please allow at least seven working days to process your request.

If your adviser leaves our licence and starts providing financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place and you will be given the opportunity to remain with one of our **Havana Financial Services** advisers if you prefer to do so.

Your privacy

We are committed to maintaining the privacy and security of your personal information. Your personal information will be collected for the primary purpose of providing you with the services described in this FSG. If you do not provide the personal information requested, we may be unable to provide you with the financial services you have requested.

Anti-Money Laundering and Counter Terrorism

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act 2006 (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents to meet the ID requirements which are determined by the relevant regulator AUSTRAC. We will also retain copies of this information. In connection with providing our services to you, we may disclose information about you to your Authorised Representatives and to other professionals, such as insurance providers, superannuation trustees, product issuers, auditors and our service providers.

We are unlikely to disclose your personal information to overseas recipients. However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with the Australian privacy law. Should your adviser utilise an overseas service provider, these arrangements will be detailed in their Adviser Profile.

Your Privacy

Your personal information will be handled in accordance with our Privacy Policy which outlines how we collect, use, store and disclose your personal information. For more information, including how to access or correct your personal information, or how to complain about a breach of the Australian Privacy Principles, please read our Privacy Policy which can be accessed on our website (www.havanafs.com.au) or by contacting us on 02 8004 6299 or by writing to:

Privacy Officer
Havana Financial Services Pty Ltd
Suite 204, 111 Harrington Street,
Sydney, NSW 2000

or by asking your adviser for a copy.

OUR COMPLAINTS HANDLING PROCESS

If you have a complaint about the financial services provided to you, you should take the following action:

1. Speak to your financial adviser about your concerns, or
2. Call the compliance manager on 02 8004 6299

If after speaking to us or your financial adviser, and your complaint is not resolved within five business days, please write to:

Compliance and Professional Standards Manager
Havana Financial Services Pty Ltd
Suite 204, 111 Harrington Street,
Sydney, NSW 2000

Or Email tom@havanafs.com.au

We will try and resolve your complaint quickly and fairly. If your complaint cannot be resolved by us to your satisfaction or within 30 days, you may refer your complaint, free of charge, to The Australian Financial Complaints Authority, (AFCA) of which Specialist Licensee Pty Ltd is a member.

AFCA can be contacted on:-
1800 931 678
The Australian Financial Complaints Authority
PO Box 3 Melbourne Victoria VIC 3001

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on 1300 300 630 or via the website www.asic.gov.au.

Professional Indemnity (PI) Insurance Cover

Our professional indemnity insurance covers us and our authorised representatives for the services provided under our Australian Financial Service Licence. This includes claims relating to the conduct of staff and representatives who no longer work for us, but did so at the time of relevant conduct. Our policy meets the requirements of the Corporations Act 2001 (Cth).

PART 2 - ADVISER PROFILE

INTRODUCTION

This Adviser Profile is Part 2 of our Financial Services Guide (FSG) and provides you with further information about your Authorised Representative of Havana Financial Services. The Adviser Profile must be read in conjunction with Part 1 of the FSG and if Part 1 is not attached please ask the adviser for this profile or contact Havana Financial Services' Head Office on 02 8004 6299

WHO IS MY ADVISER?

ALEXANDER LUCK

Your adviser, Alexander Luck, is a Sub-Authorised Representative of (AR No. 454091) Havana Financial Services Pty Ltd. Everest Private Wealth Pty Ltd is a Corporate Authorised Representative (CAR No. 1266574) of Havana Financial Services Pty Ltd.

Alex's contact details are:

Office Address: PO Box 1424,
WEST LEEDERVILLE WA 6901

Telephone: 08 6249 7266
Email: alex@everestpw.com.au
Company Website: www.everestwealthgroup.com

Experience:

Alex has been in the financial services industry for over 10 years and draws on his knowledge, education and experience in both the accounting and financial planning fields to provide advice in a clear, concise and effective manner.

Qualifications:

Alex attended the University of Western Australia and graduated with a double degree in Commerce & Economics.

SCOTT TAYLOR

Your adviser, Scott Taylor, is a Sub-Authorised Representative of (AR No. 1266590) Havana Financial Services Pty Ltd. Everest Private Wealth Pty Ltd is a Corporate Authorised Representative (CAR No. 1266574) of Havana Financial Services Pty Ltd.

Scott's contact details are

Office Address: PO Box 1424,
WEST LEEDERVILLE WA 6901

Telephone: 08 6249 7266
Email: scott@everestpw.com.au
Company Website: www.everestwealthgroup.com

Experience:

Scott started in the finance industry in 2006 in London. From there he spent 10 years working with financial advisers to help them build efficient and sustainable businesses whilst educating them on new areas of advice. Scott has been a Financial Adviser & Director of Everest Private Wealth Pty Ltd since 2018.

Qualifications:

Scott has an Advanced Diploma in Financial Planning.

DAISY MAGOR

Your adviser, Daisy Magor, is a Sub-Authorised Representative of (AR No. 492049) Havana Financial Services Pty Ltd. Everest Private Wealth Pty Ltd is a Corporate Authorised Representative (CAR No. 1266574) of Havana Financial Services Pty Ltd.

Daisy's contact details are

Office Address: PO Box 1424,
WEST LEEDERVILLE WA 6901

Telephone: 08 6249 7266
Email: daisy@everestpw.com.au
Company Website: www.everestwealthgroup.com

Experience:

Daisy has been in the financial planning industry since 2015, previously working with small to medium businesses and SMSF's before moving over to Everest Wealth to specialise in working with people wanting to accumulate their wealth.

Qualifications:

Daisy attended the Curtin University and graduated with a Commerce Degree with a double major in Accounting & Financial Planning.

ASHLEY PICKETT

Your adviser, Ashley Pickett, is a Sub-Authorised Representative of (AR No. 1304354) Havana Financial Services Pty Ltd. Everest Private Wealth Pty Ltd is a Corporate Authorised Representative (CAR No. 1266574) of Havana Financial Services Pty Ltd.

Ashley's contact details are

Office Address: PO Box 1424,
WEST LEEDERVILLE WA 6901

Telephone: 08 6249 7266
Email: ashley@everestpw.com.au
Company Website: www.everestwealthgroup.com

Experience:

Ashley has been in the financial planning industry for a number of years & has been with Everest Wealth since 2019. Ashley has substantial interest and experience trading in both the US and Australian markets.

Qualifications:

Ashley has a Bachelor of Commerce, as well as a Graduate Diploma of Financial Planning.

KATRINA SMITH

Your adviser, Katrina Smith, is a Sub-Authorised Representative of (AR No. 1294510) Havana Financial Services Pty Ltd. Everest Private Wealth Pty Ltd is a Corporate Authorised Representative (CAR No. 1266574) of Havana Financial Services Pty Ltd.

Katrina's contact details are

Office Address: PO Box 1424,
WEST LEEDERVILLE WA 6901

Email: katrina@everestpw.com.au
Company Website: www.everestwealthgroup.com

Experience:

Katrina has been in the financial planning industry since 2017 and has been a Financial Adviser since 2021. Katrina is a Senior Financial Adviser & has extensive experience with a diverse range of clients and enjoys educating her clients to empower them to control their finances moving forward.

Qualifications:

Katrina has a Bachelor of Commerce, as well as a Diploma of Financial Planning, SMSF Accreditation & a Graduate Diploma in Financial Planning.

WHAT KINDS OF FINANCIAL SERVICES ARE YOU AUTHORISED TO PROVIDE ME AND WHAT KINDS OF FINANCIAL PRODUCT/S DO THOSE SERVICES RELATE TO?

Scott Taylor & Alexander Luck are authorised by Havana Financial Services to provide product advice on and to deal in the following strategies and classes of products:

Strategies

Financial planning strategies including:

- Tax planning (in consultation with your tax adviser)
- Estate planning
- Business succession planning including life risk insurance
- Life Insurance and risk management
- Pre and post retirement planning
- Retirement income
- Social security advice
- Investments
- Self-managed superannuation funds (SMSF)
- Wealth accumulation
- Wealth creation
- Gearing
- Standard Margin lending
- Superannuation and rollover advice
- Asset allocation and management advice
- Ongoing advice and review services

Product Classes

- Deposit and payment products limited to; basic deposit products and deposit products other than basic deposit products.
- Debentures, stocks or bonds issued or proposed to be issued by a government.
- Life Products including: Investment Life Insurance Products, and Life Risk Insurance Products.
- Interests in managed investment schemes including: Investor directed portfolio services.
- Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997).
- Securities.
- Standard Margin Lending Facility.
- Superannuation.

Daisy Magor, Katrina Smith & Ashley Pickett are authorised by Havana Financial Services to provide product advice on and to deal in the following strategies and classes of products:

Strategies

Financial planning strategies including:

- Tax planning (in consultation with your tax adviser)
- Estate planning
- Business succession planning including life risk insurance
- Life Insurance and risk management
- Pre and post retirement planning
- Retirement income
- Social security advice
- Investments
- Self-managed superannuation funds (SMSF)
- Wealth accumulation
- Wealth creation
- Superannuation and rollover advice
- Asset allocation and management advice
- Ongoing advice and review services

Product Classes

- Deposit and payment products limited to; basic deposit products and deposit products other than basic deposit products.
- Debentures, stocks or bonds issued or proposed to be issued by a government.
- Life Products including: Investment Life Insurance Products, and Life Risk Insurance Products.
- Interests in managed investment schemes including: Investor directed portfolio services.
- Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997).
- Securities.
- Superannuation.

Only products approved by Havana Financial Services Pty Ltd may be recommended by the adviser.

HOW ARE ANY REMUNERATIONS, FEES OR OTHER BENEFITS CALCULATED FOR PROVIDING THE FINANCIAL SERVICES?

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. The payment options for the provision of financial services will be discussed with you by your adviser and are as follows:

- Fee for service
- Implementation fees
- Transaction fees
- Brokerage/Remuneration
- Ongoing service fees
- Or a combination of the above depending on what best suits the client.

Please note that the type of payment option can also depend on the type of product and/or advice implemented, and your adviser will discuss this with you.

All fees, remuneration and brokerage payments received for the financial services provided are paid to Havana Financial Services Pty Ltd. Havana Financial Services Pty Ltd retains a percentage of these payments and forwards the balance to Everest Private Wealth Pty Ltd.

ACKNOWLEDGEMENT OF RECEIPT

Signing this page confirms receipt of both Part 1 and Part 2 of the Financial Services Guide issued by Havana Financial Services Pty Ltd and Everest Private Wealth Pty Ltd.

PLEASE RETAIN BOTH PARTS 1 AND 2 FOR YOUR REFERENCE AND FOR ANY FUTURE DEALINGS



Havana Financial Services Pty Ltd
 ABN: 90 619 804 518
 Australian Financial Services Licensee No:
 500435
Head Office: Suite 204, 111 Harrington Street,
 Sydney NSW 2000

Phone: 02 8004 6299
Email: tom@havanafs.com.au
Website: <https://havanafs.com.au/>

Everest Private Wealth Pty Ltd
 ABN: 23 627 402 395
 Trading As: Everest Private Wealth
 Corporate Authorised Representative No.
 1266574

Scott Taylor
 Sub-Authorised Representative No. 1266590
 Of Everest Private Wealth Pty Ltd, Corporate
 Authorised Representative of Havana Financial
 Services Pty Ltd

Alexander Luck
 Sub-Authorised Representative No. 454091
 Of Everest Private Wealth Pty Ltd, Corporate
 Authorised Representative of Havana Financial
 Services Pty Ltd

Daisy Magor
 Sub-Authorised Representative No. 492049
 Of Everest Private Wealth Pty Ltd, Corporate
 Authorised Representative of Havana Financial
 Services Pty Ltd

Ashley Pickett
 Sub-Authorised Representative No. 1304354
 Of Everest Private Wealth Pty Ltd, Corporate
 Authorised Representative of Havana Financial
 Services Pty Ltd

Katrina Smith
 Sub-Authorised Representative No. 1294510
 Of Everest Private Wealth Pty Ltd, Corporate
 Authorised Representative of Havana Financial
 Services Pty Ltd

VERSION DETAILS

| | | |
|----------------------------------|-----|------------|
| Financial Services Guide: | 5.0 | 12/03/2024 |
| Adviser Profile: | 5.0 | 12/03/2024 |



Havana Financial Services Pty Ltd **Privacy Policy**

The privacy of your personal information is important to us at Havana Financial Services Pty Ltd. In addition to complying with existing laws that govern confidential information that you provide to us, we to are also required to comply with the Australian Privacy Principles. We will always seek to comply with the Australian Privacy Principles as well as other applicable laws surrounding your personal information.

This privacy policy will explain how we manage your personal information, what sort of personal information we hold and for what purposes. As well as how we collect, hold, use and disclose that information.

Collecting Your Personal Information

Your personal information will be collected and held by Havana Financial Services Pty Ltd who is the holder of Australian Financial Services Licensee 500435, for the purposes of:

- managing our relationship with you; or
- contacting you about products and services in which you may be interested.

To enable Havana Financial Services to provide you with service that is required, we need to obtain and hold personal information about you. This includes:

- your name, contact details and date of birth;
- Authorised Representative details.
- employment details and history;
- any other information that we consider necessary.

The personal information collected may include sensitive information such as memberships of professional or trade associations.

If it is reasonable and practicable we will only collect your personal information from you. Generally, your personal information will be collected when you meet with a Havana Financial Services representative in person, over the telephone or with written material. We may need to collect personal information from third parties, such as your accountant.

How We Hold Your Personal Information

Your personal information will be held in client files or on a computer database.

We will seek to ensure that we take reasonable steps to ensure that the personal information that we hold is protected from unauthorised access. Some of the measures that we have adopted are having facilities for the secure storage of personal information, having secure offices and access controls for our computer systems.

For any personal information that we no longer need we will also take reasonable steps to destroy or permanently de-identify.

Using and Disclosing Your Personal Information

Your personal information may be disclosed for purposes related to the provision of the financial Service you receive. The types of service providers that may be provided with your personal information are:

- your representatives or service providers such as your accountant, solicitor, tax agent, stockbroker or bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business or the due diligence procedures prior to any such sale or transfer;
- government authorities and other organisations when required by law; and
- organisations that you have consented to your personal information being disclosed to.

Your personal information may also be used in connection with such purposes.

We will seek to ensure that your personal information is not used or disclosed for any purpose other than:

- the primary purpose for which it was collected or a related secondary purpose;
- where you have consented to the use or disclosure; or
- in other circumstances where the Australian Privacy Principles authorise the use or disclosure such as when it is required by or authorised under law.

We may disclose your personal information to third parties who provide services to us, in which case we will seek to ensure that the personal information is held, used or disclosed consistently with the Australian Privacy Principle

Currently, we outsource some of our administration work outside of Australia.

As we also store your information in the cloud or other types of network and/or electronic storage. These can be accessed from various countries through an internet connection. Disclosures may occur in countries other than those listed. Overseas we may be required to disclose information we share with them under a foreign law.

Accessing your Personal Information

If you wish to gain access to the personal information that we hold. This can be done, there may be exceptions by law. If we deny a request for access, we will provide you with the reasons for this decision. To request access please contact us.

Correcting Your Personal Information

We endeavour to take reasonable steps to ensure that the personal information that we collect, use or disclose is accurate, complete and up-to-date. If you believe that any of the personal information that we hold is not accurate, complete or up-to-date please contact us (see “Contacting Us and Privacy Issues” below) and provide us with evidence that it is not accurate, complete and up-to-date.

If we agree that the personal information requires correcting, we will take reasonable steps to do so. If we do not correct your personal information we will provide you with the reasons for not correcting your personal information. If you request that we associate with the information a statement claiming that the information is not accurate, complete and up-to-date we will take reasonable steps to comply with this request.

Contact Us

If you wish to obtain further information about the way in which we manage the personal information that we hold. Or if you wish to raise any privacy issues with us, including a complaint about privacy. This can be done by contacting us on 02 8004 6299.