The Super Group- Privacy Policy

Dated 27 October 2026

1 Preamble

The Super Group (including The Super Group Pty Ltd ATF Super Group Unit Trust, Super Group Holdings Pty Ltd and The Tax Group) will collect information from a Customer (the "Customer") and data sources the Customer controls for the purpose of assisting the Customer and deliver the range of services offered by The Super Group from time to time.

2 Information we receive about the Customer

We will receive a number of different types of information about the Customer, including:

1. Identification information upon agreement to proceed with a service offered by The Super Group
2. Third party sourced information, and
3. Other information provided by the Customer

2.1 Identification information upon registration

Upon connecting with The Super Group, we will seek information about the Customer to help us identify them. The information will include their name, and contact details such as email address and telephone number.

If a Customer acquires services from The Super Group we may request additional information to satisfy our obligations as a reporting entity under the Anti Money Laundering regulations governed by AUSTRAC.

2.2 Other information provided by the Customer

The Customer will be invited to provide additional information required by us in the course of providing services to the Customer.

2.3 Information provided to us by Third Parties

The Customer may direct or permit third parties (including providers of financial services, regulatory agencies and other authorities) to provide information to us to facilitate the provision of services to the Customer.

.

3 Marketing and solicitation

The Customer's personal information may be collected so that we, and our related entities can promote and market services to them (including by way of direct mail, telemarketing, email, texting or other messaging). This is to keep the Customer informed of our products, services and special offers that we may seek to provide the Customer.

Where we market to Customers, we will always provide an easy way to opt-out.

We will never sell the Customer's personal information to any external organisation.

4 How we use the information we receive

4.1 Service providers

We engage service providers to help us perform some of the services we provide to the Customer. We may share the Customer's private personal information with such service providers subject to confidentiality obligations consistent with this Privacy Policy, and on the condition that the third parties use the Customer's private personal data only on our behalf and pursuant to our instructions to:

- Verify the Customer's identity if required
- Assist the Customer to gain approval or provision of a product or service
- Provide the services the Customer requires
- Administer and manage those services.

4.2 Regulatory agencies including but not limited to the Australian Tax Office

In the ordinary course of business we will be providing reports, updates and statutory returns to a number of Government Agencies including the Australian Tax Office, which will include personal information provided by the Customer and by third parties.

4.3 Law and harm

Notwithstanding anything to the contrary in this Policy, we may preserve or disclose the Customer's information if we believe that it is reasonably necessary to comply with a law, regulation or legal request; to protect the safety of any person; to address fraud, security or technical issues; or to protect The Super Group's rights or property. However, nothing in this Policy is intended to limit any legal defences or objections that the Customer may have to a third party's, including a government's, request to disclose the Customer's information.

4.4 Business transfers

In the event that The Super Group is involved in a merger, acquisition, reorganisation or sale of assets, the Customer's information may be sold or transferred as part of that transaction. The promises in this Policy will apply to the Customer's information as transferred to the new entity.

5 Accurate information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information the Customer or others provided to us.

If the Customer wishes to make any changes to their personal information, we invite them to contact us. We will generally rely on the Customer to assist us in informing us if the information we hold about the Customer is inaccurate or incomplete.

The Customer may request access to the personal information we hold about the Customer by contacting us. We will respond to the Customer's request within a reasonable period. We will give access in the manner the Customer have requested if it is reasonable to do so.

We may deny the Customer access to the Customer's personal information in certain circumstances, for example, if required or authorised by or under an Australian law or a court/tribunal order, or it would be likely to prejudice enforcement related activities by an enforcement body.

If we decide not to give the Customer access, we will provide reasons for the refusal and information on how the Customer can complain about the refusal.

6 Storage and security

We store information in different ways, including in paper and electronic form. The security of the Customer's personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- Confidentiality requirements of our employees
- Our Data Protection Policy
- Security measures for access to our systems
- Only giving access to personal information to a person who is verified to be able to receive that information
- Control of access to our buildings
- Electronic security systems, such as firewalls and data encryption on our websites

We may store the Customer's information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from anywhere via an Internet connection, it is not always practicable to know in which country the Customer's information may be held. If the Customer's information is stored in this way, disclosures may occur in countries other than those listed here or those we referred to from time.

In addition to the above, we also regularly review developments in security and encryption technologies. However, it is important to remember that the use of email and the Internet may not always be secure, even with these safeguards in place.

When we no longer require the Customer's information, and we are legally permitted to, we take reasonable steps to destroy or de-identify the information. However, sometimes it is impossible or impractical to completely isolate the information then completely remove all traces of the information, and we may store the information for future use, such as to help resolve disputes between us or assess future applications by the Customer.

The same security safeguards will be in place to protect the information, as detailed in this Privacy Policy.

7 Change in our privacy policy

We are constantly reviewing all of our policy and attempt to keep up to date with market expectations. Technology is constantly changing, as is the law and market place practices.

As a consequence we may change this Policy from time to time or as the need arises.

As an Australian based and registered business The Super Group is at all time subject to all rights and responsibilities as published in the Australian Privacy Act 1988.

Privacy disputes and/or claims should be lodged via the Office of the Australian Information Commissioner (OAIC). See www.oaic.gov.au (https://www.oaic.gov.au/) for further detail.