



PricewaterhouseCoopers Australia

Client Information Collection Notice and Consent

July 2026



Contents

1. Who we are	3
2. Important information about consent	3
3. Why we are collecting Client Information.....	3
4. What Client Information we collect.....	4
5. How we collect Client Information	4
6. If Client Information is provided about someone else	4
7. What happens if Client Information is not provided?	5
8. Who we share Client Information with	5
9. Overseas handling	5
10. Access and correction of Personal Information	5
11. Questions, concerns or complaints.....	5
12. Changes to this notice and consent form	5

1. Who we are

PwC Australia (PricewaterhouseCoopers, ABN 52 780 433 757) and its related entities (“PwC”, “we” or “us”) collect, use and disclose personal information and other information relating to our customers to comply with our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) and associated rules (together, the AML/CTF laws), including customer due diligence (CDD), know-your-customer (KYC), sanctions screening and financial crime risk management.

In this notice:

Client Information means information we collect, use or disclose for client onboarding, customer due diligence (KYC), screening and related compliance processes, including information about individuals and organisations. **Personal Information** has the meaning given in the *Privacy Act 1988* (Cth) and is a type of Client Information that relates to an identified individual, or an individual who is reasonably identifiable. Unless stated otherwise, references to Client Information include Personal Information.

We collect Client Information about individual and non-individual clients (such as companies, partnerships and trusts). We may also collect Personal Information about people connected to an organisation (for example, directors, authorised signatories, trustees, partners and ultimate beneficial owners) so we can carry out customer due diligence (KYC) and conduct sanctions and other financial crime screening, as required by the AML/CTF laws and under our risk management processes.

2. Important information about consent

By providing the requested Client Information, you consent to us collecting, using and disclosing it (including any sensitive information, where applicable) for the purposes set out in this notice. You also consent to our use of Client Information we already hold about you for these same purposes.

You may withdraw your consent at any time by contacting the AML Operations Team (au_kyc_team@au.pwc.com). If you withdraw consent or do not provide the requested Client Information, we may not be able to commence or continue providing services to you and/or meet our legal obligations.

3. Why we are collecting Client Information

We collect and use Client Information to:

- establish and verify your identity (and, where relevant, the identity of individuals associated with an entity client, such as ultimate beneficial owners, directors, officers, trustees, partners and authorised signatories) to meet customer due diligence (KYC) requirements under the AML/CTF laws;
- make reports required by law under the AML/CTF laws;
- meet record-keeping obligations under the AML/CTF laws;
- assess, monitor and manage money laundering, terrorism financing, proliferation financing and other financial crime risks associated with our services;
- confirm authority, ownership and control structures; and
- conduct sanctions, politically exposed person (PEP), adverse-media and other financial crime screening in line with our internal policies and processes.

We may also use Client Information we already hold for these activities.

4. What Client Information we collect

Depending on the context, we may collect:

- identity and contact details (such as name, date of birth, residential address, email address and phone number);
- information about roles, authority, ownership or control (for example, position held, signing authority, shareholding or beneficial ownership details);
- identification and verification information (such as passport or driver's licence details, document number and expiry date) and, in limited circumstances, copies of identification documents; and
- screening results and risk indicators (where applicable), including the outcome of verification and assessment of money laundering, terrorism financing, sanctions, corruption and other financial crime risks.

We may also collect the following sensitive Personal Information:

- information about political exposure (for example, whether you are a politically exposed person (PEP), including information that may incidentally reveal political opinions, memberships or associations); and
- criminal record information, where required or permitted for screening (for example, adverse media or other checks relating to financial crime risks).

5. How we collect Client Information

We may collect Client Information:

- directly from you, or from a person you authorise to provide the Client Information (for example, your adviser or legal representative);
- from our client (where you are a related individual);
- from publicly available sources; and
- from third-party service providers that assist with identity verification and screening.

6. If Client Information is provided about someone else

If you provide us with Personal Information about another individual (for example, a director, ultimate beneficial owner, trustee or authorised signatory), you confirm that you have authority to do so. You also confirm that you have provided them with, or will provide them with, a copy of this notice and consent form. In particular, you will:

- take reasonable steps to ensure the individual is aware that their Personal Information has been provided to PwC; and
- Refer or provide the individual with a copy of this notice and consent form.

7. What happens if Client Information is not provided?

If the required Client Information is not provided, we may be unable to:

- establish a client relationship;
- continue providing services; or
- meet our legal obligations.

8. Who we share Client Information with

We may disclose Client Information to:

- third-party service providers who assist with identity verification and screening (including providers that process, store or back up Client Information for these purposes);
- other PwC network firms to support our KYC, risk and ethics processes;
- regulators and government authorities where required or authorised by law.

We only disclose Client Information that is reasonably necessary for the recipient to perform their role or for us to meet our legal and regulatory obligations.

9. Overseas handling

Some service providers involved in AML/CTF, customer due diligence (KYC), sanctions screening and anti-corruption processes may handle Client Information (including Personal Information) outside Australia. This may include disclosures to PwC network firms or service providers located in the Philippines and other countries (where applicable). We take reasonable steps to protect Client Information (including Personal Information) when it is handled overseas.

10. Access and correction of Personal Information

You can request access to the Personal Information we hold about you and ask us to correct it if it is inaccurate, out of date or incomplete. We will respond within a reasonable time and may ask you to verify your identity. If we refuse access in the limited circumstances allowed by law, we will explain why and how you can complain.

11. Questions, concerns or complaints

For more detail on how we handle personal information and how to make a privacy complaint, see our Privacy Policy [here](#) or contact the PwC Australia Privacy Office at au_privacy_officer_mbx@au.pwc.com. We will respond as soon as we can. If you are not satisfied, you can contact the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/>.

12. Changes to this notice and consent form

We may update this notice and consent form from time to time.



© 2026 PricewaterhouseCoopers. All rights reserved. PwC refers to the Australia member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see www.pwc.com/structure for further details. This content is for general information purposes only, and should not be used as a substitute for consultation with professional advisors. Liability limited by a scheme approved under Professional Standards Legislation.

At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 149 countries with more than 370,000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more and tell us what matters to you by visiting us at www.pwc.com.