



## **PRIVACY STATEMENT**

Global Underwriting is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth). This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information. It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected.

## **WEBSITE INFORMATION AND CONTENT.**

The information provided on this website does not cover all aspects of the law on the relevant subject matter. Professional advice should be sought before any action is taken based upon the matters described and discussed on this site.

To the extent permitted by law, we make no representations about the suitability of the content of this site for any purpose. All content is provided without any warranty of any kind. We disclaim all warranties and conditions with regard to the content, including but not limited to all implied warranties and conditions of fitness for a particular purpose, title, and non-infringement.

We will not be liable for any damages or injury caused by, including but not limited to, any failure of performance, error, omission, interruption, defect, delay in operation of transmission, computer virus, or line failure. To the extent permitted by law we will not be liable for any damages or injury, including but not limited to, special or consequential damages that result from the use of, or the inability to use, the materials in this site.

We believe the content of this site to be accurate, complete and current, however, there are no warranties as to the accuracy, completeness or currency of the content. It is your responsibility to verify any information before relying on it. The content of this site may include technical inaccuracies or typographical errors.

We reserve the right to modify the content of this site from time to time.

## **WHAT INFORMATION DO WE COLLECT AND HOW DO WE USE IT?**

The personal information we collect, hold and use generally includes your name and contact information (including telephone numbers and email addresses), information relating to the insured risk, other reference information and information about third parties that you may conduct, or are interested in conducting business with.

As we act as underwriting agencies on behalf of insurers, providing and administering insurance related products and services, we may also collect and hold other personal information required to provide and administer such products and services and to assist you, including details of your previous insurances and sensitive information.

When you make a claim under your policy, we assist you by collecting information about your claim. Sometimes we also need to collect information about you from others. We

provide this information to your insurer (or anyone your insurer has appointed to assist it to consider your claim, e.g. loss adjusters, medical brokers etc.) to enable it to consider your claim. Again, this information may be passed on to reinsurers.

**Anonymous data** – We use technology to collect anonymous information about the use of our website, for example when you browse our website our service provider logs your server address, the date and time of your visit, the pages and links accessed, and the type of browser used. It does not identify you personally and we only use this information for statistical purposes and to improve the content and functionality of our website, to better understand our clients and markets and to improve our services.

**Cookies** – In order to collect this anonymous data we may use “cookies”. Cookies are small pieces of information which are sent to your browser and stored on your computer’s hard drive. Sometimes they identify users where the website requires information to be retained from one page to the next. This is purely to increase the functionality of the site. Cookies by themselves cannot be used to discover the identity of the user. Cookies do not damage your computer and you can set your browser to notify you when you receive a cookie so that you can decide if you want to accept it. Once you leave the site, the cookie is destroyed and no personal or other information about you is stored.

**Forms** – Our Website allows visitors to submit information via online self-service forms. Information collected via on-line forms is sent to our offices via EMAIL (not encrypted) and is also stored on a database which is accessible by our staff only (password protected).

We also use your information to send you requested product information and promotional material and to enable us to manage your ongoing requirements, e.g. renewals, and our relationship with you, e.g. invoicing, client surveys etc.

We may occasionally notify you about new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post on insurance matters. If you would rather not receive this information or do not wish to receive it electronically, email or write to us.

We may use your information internally to help us improve our services and help resolve any problems.

## **WHAT IF YOU DON'T PROVIDE SOME INFORMATION TO US?**

We can only fully advise you if we have all relevant information. Insurance laws require you to provide us with all the information we need in order to be able to decide whether to insure you and on what terms.

## **HOW DO WE HOLD AND PROTECT YOUR INFORMATION?**

We strive to maintain the reliability, accuracy, completeness, and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you initially in a working file, which when completed is electronically imaged and stored, after which any paper is destroyed in our onsite shredder.

We ensure that your information is safe by protecting it from unauthorised access, modification, and disclosure. We maintain physical security over our paper and electronic

data stores and premises, such as locks and security systems. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems.

## **WILL WE DISCLOSE THE INFORMATION WE COLLECT TO ANYONE?**

We do not sell, trade, or rent your personal information to others.

We may need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf or to other companies in the event of a corporate sale, merger, re-organisation, dissolution or similar event. However, we will do our best to ensure that they protect your information in the same way that we do.

We may provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

## **TRANSFER OF PERSONAL INFORMATION OVERSEAS**

Some of the third party services providers to whom we disclose personal information are located in countries outside of Australia. We would only transfer your information to those countries which have Privacy legislation of the same or stronger than the law in Australia. You acknowledge that by consenting to the disclosure of your personal information to these entities outside of Australia we will no longer be required to take reasonable steps to ensure that the overseas recipient does not breach the applicable privacy principles of the Privacy Act 1988 as applicable in relation to your personal information. On this basis, you consent to such overseas disclosure by accepting this privacy policy.

## **HOW CAN YOU CHECK, UPDATE OR CHANGE THE INFORMATION WE ARE HOLDING?**

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate.

If you wish to access or correct your personal information please write to our Privacy Officer at Global Underwriting, PO Box 257, Traralgon VIC 3844.

We do not charge for receiving a request for access to personal information or for complying with a correction request. Where the information requested is not a straightforward issue and will involve a considerable amount of time then a charge will need to be confirmed for responding to the request for the information.

## **HOW TO MAKE A COMPLAINT**

If you wish to make a complaint about a breach of this policy or the privacy principles of the Privacy Act 1988 you can contact us using the contact details below. You will need to provide us with sufficient details regarding your complaint together with supporting evidence and information.

We will try to resolve your complaint fairly and quickly. The Complaints Officer will acknowledge your complaint in writing and endeavour to resolve the matter within 30 business days of receipt.

If you are not satisfied with how we handled your complaint or have not received a response

within 30 days, you may raise your concern with the Office of the Australian Information Commissioner. You can contact the Office of the Australian Information Commissioner as follows:

**By phone:** 1300 363 992

By using the Privacy Complaint Form of the Office of the Australian Information Commissioner:

**By the internet:** [www.oaic.gov.au](http://www.oaic.gov.au)

## **YOUR CONSENT**

By asking us to assist with your insurance needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

## **TELL US WHAT YOU THINK**

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact our Privacy Officer on telephone number 03) 5177 2900 or by email: [info@globalunderwriting.com.au](mailto:info@globalunderwriting.com.au)