



## Privacy Policy

Avoca Group Pty Ltd trading as Avoca Insurance Brokers (AFSL 298 811 ABN 32 114 246 721) (**Avoca**) values the privacy of personal information; we are committed to protecting your privacy in accordance with the Australian Privacy Principles.

This Privacy Policy outlines how we manage personal information. It applies to any personal information you provide to Avoca and any personal information we collect, use, disclose, or handle about individuals from other sources in accordance with the *Privacy Act 1988* (Cth) and *Corporations Act 2001* (Cth).

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.

It does not apply to our employee records, which are not subject to the specified Acts.

### What information we collect and how we collect it

We collect personal information to offer, provide, manage and administer the services and products we can provide. These services include insurance broking, claims assistance, risk management consulting and other forms of insurance related services.

The information collected can include a broad range of personal information ranging from your name, address, contact details and age to other information about your personal affairs including your assets, personal belongings, financial situation, health and wellbeing.

We also collect personal information to be able to develop and identify products and services that may interest you, conduct market or customer satisfaction research, develop, establish, and administer arrangements with other organisations in relation to the promotion, administration and use of our products and services. We comply with the provisions of the Spam Act if sending commercial electronic messages.

We generally collect personal information directly from the relevant individual but in some cases we may collect it indirectly from a third party. Where we collect information from a third party, you have a right to refuse us authorisation to do this.

### Who we disclose personal information to

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

We have a duty to maintain the confidentiality of our clients' affairs, including personal information. Our duty of confidentiality applies except where disclosure of personal information is with our client's consent or when disclosure of personal information is to government or regulatory bodies as required by law.

We disclose any information that the insurers or intermediaries who we ask to quote for your insurances and premium funding require to enable them to decide whether to insure you and on what terms, or to fund your premium and on what terms.

Insurers may in turn pass on this information to their reinsurers. Some of these companies are located outside Australia. For example, if we seek insurance terms from an overseas insurer (e.g. Lloyd's of London), your personal information may be disclosed to the insurer. If this is likely to happen, we inform you of where the insurer is located, if it is possible to do so.

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 consultants etc.) to enable it to consider your claim. Again this information may be passed on to reinsurers.

We may also disclose personal information to third parties who we believe are necessary to assist in providing, managing and administering the services we provide and products we are involved in, however we will take reasonable measures to ensure that they protect your information as required under the Privacy Act. For example:

- insurance intermediaries, premium funders, surveyors and loss adjusters;
- contractors who supply services to us e.g. IT services, administration and broking systems, compliance and claims handling services;
- potential purchasers involved in any proposed sale of our business for the purpose of due diligence, corporate re-organisation and transfer of all or part of the assets of our business;
- as required by law, where you consent to the disclosure or under some unusual other circumstances which the Privacy Act permits; and
- strategic partners who may wish to tell you about their services, products or promotional opportunities which may be of advantage to you, unless you tell us not to.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide. Should you wish not to receive any direct marketing material from us or our strategic partners as referred above, we always give you the option of electing not to receive these communications in the future. You can unsubscribe by notifying us and we will no longer send this information to you.

We maintain a register for those individuals not wanting direct marketing material to ensure your request is fulfilled, which we will endeavour to do within 5 working days of receiving your request.

### **When do we disclose your information overseas?**

If you ask us to seek insurance terms and we recommend an overseas insurer, we may be required to disclose the information to the insurer located outside Australia. For example, if we recommend a policy provided by Lloyd's of London, your information may be given to the Lloyd's broker and underwriters at Lloyd's of London to make a decision about whether to insure you.

We will tell you at time of advising on your insurance if they are overseas and in which country the insurer is located. If the insurer is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to that insurer.

Australian and overseas insurers acquire reinsurance from reinsurance companies that are located throughout the world, so in some cases your information may be disclosed to them for assessment of risks and in order to provide reinsurance to your insurer. We do not make this disclosure, this made by the insurer (if necessary) for the placement for their reinsurance program.

We may also disclose information we collect to the providers of our policy administration and broking systems that help us to provide our products and services to you. These policy administration providers and broking systems may be supported and maintained by organisations in New Zealand, the Philippines and Vietnam and your information may be disclosed to those organisations. Please note that the Privacy Act and Australian Privacy Principles may not apply to these organisations.

## **Security of your personal information**

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and take reasonable steps 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.

Your personal information may be collected in electronic form or hard copy documents, however once completed all records are stored as electronic data in our software or systems, and any paper is destroyed in our onsite shredder. We only use storage providers located in Australia who are also regulated by the Privacy Act.

We ensure that your information is safe by protecting it from unauthorised access, interference, modification and disclosure. We maintain physical security over our paper and electronic data and premises by using locks and monitored 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 where your information is stored.

It is a legislative requirement that we keep all personal information and records for a period of 7 years. Should you cease to be a client of ours, we will maintain your personal information on or off site (within Australia) in a secure manner for 7 years.

## **Your sensitive information**

Without your consent we will not collect information about you that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of professional or trade association, membership of a trade union, details of health, disability, sexual orientation, or a criminal record. This is subject to some exceptions including where the collection is required by law or when the information is necessary for the establishment, exercise of defense of a legal claim.

## **Keeping information up to date and accessing it**

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever we collect, disclose or use it.

Upon receipt of your written request and sufficient 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, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information, please write to our Privacy Officer on the contact details included at the end of this policy.

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.

Some exceptions exist where we will not provide you with access to your personal information and if this should happen, we will provide you with a written explanation for that refusal.

### **Is full information required?**

We can only fully advise you if we have all relevant information. The insurance laws also require you to provide your insurers with all the information they need in order to be able to decide whether to insure you and on what terms. You have a duty to disclose the information which is relevant to the insurer's decision to insure you.

Where lawful and practicable to do so you can deal with us anonymously or under a pseudonym e.g. a general inquiry about the services we can offer you.

### **Our Website**

You may register with us to receive newsletters and other information. By doing so, your name and email address will be collected and stored on our database. We take care to ensure that the personal information you give us on our website is protected. For example, our website has electronic security systems in place, including the use of firewalls and data encryption.

### **Anonymous Data and Cookies**

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 to improve our services.

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. If you do not wish to receive cookies, you can instruct your web browser to refuse them.

### **Forms**

Our Website allows visitors to submit information via Self-Service Contact Us and Claim 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 IT service provider and Avoca staff only (password protected).

### **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.

### **Enquiries and Complaints**

If you have any concerns or complaints, please contact:

Privacy Officer: Mia-Carla Tree  
Address: Unit 12, 339 Cambridge Street, Wembley WA 6014  
Phone: (08) 9387 8588

Email: [manager@avoca.com.au](mailto:manager@avoca.com.au)

We will aim to acknowledge your complaint within 1 business day and the matter will be considered by us through our internal complaints resolution process. We will respond with a decision within 30 days of you making the complaint. Any unresolved complaints should be referred to the Australian Financial Complaints Authority at [www.afca.org.au](http://www.afca.org.au) or the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

Further details about our internal dispute resolution process is set out in our [Complaints Guide](#).