



# INTAS INSURANCE SERVICES

Registered Insurance Brokers

## OUR PRIVACY POLICY

We are covered by the Federal Privacy Act and its National Privacy Principles (NPPs), which set out standards for the collection, use, disclosure and handling of personal information.

Personal information is essentially information or an opinion about a living individual whose identity is apparent or can reasonably be ascertained from the information or opinion. For example, a name and address.

Our Privacy Policy applies to any personal information we collect, use or disclose. It does not apply to our employee records.

### How and why we collect personal information

We collect personal information either directly from the relevant individuals or indirectly from third parties. For example, an insured may not only provide us with information on themselves for the purpose of obtaining our services but also on other insureds who they represent. We may also obtain personal information from past insurers, witnesses to claims and other publicly available sources.

We collect personal information to be able to provide our various services. These services include insurance broking, claims management, risk management consulting and other forms of insurance services. We also use this information to help develop and identify products and services that may be of interest to our clients and conduct market or customer satisfaction research. For more information on our services please contact us.

### How we use and disclose personal information

We do not use or disclose personal information for any purpose that is unrelated to our services and that would not reasonably be expected of an individual, except where we have obtained consent from the relevant individual. We have a duty to maintain the confidentiality of our clients' affairs, including personal information. Our duty of confidentiality applies at all times, except where disclosure of an individual's personal information is with their consent or compelled by law. We may also disclose personal information to third parties who assist us or are involved in the provision of our services. For example, in arranging and managing an individual's insurances we may provide information to insurers, reinsurers, other insurance intermediaries, insurance reference bureaus, loss adjusters, lawyers and accountants, and others involved in the claims handling process. We would also provide it to purchasers and/or prospective purchasers of our business and/or related companies.

We will take all reasonable steps to ensure that an individual's personal information is accurate, complete, and up-to-date whenever we collect, use or disclose it.

If the required personal information is not provided by an individual, we, nor any involved third parties, may not be able to provide our/their appropriate services.

### What we expect of individuals and third parties that we deal with

When an individual provides us with personal information about other individuals, we rely on the first individual to have made the second individual aware that their information will or may be provided to us, the purposes we use it for, the types of third parties we disclose it to and how they can access it (as described in this document). If it is sensitive information we rely on first individual having obtained the second an individual's consent to the above. ***If you have not done either of these things, you must tell us before you provide the relevant information to us.***



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If we give personal information to a third party, they and their representatives must only use it for the purposes we have agreed to. Where relevant, they must meet the requirements of the National Privacy Principles set out in the Privacy Act 1988, when collecting, using, disclosing and handling personal information on our behalf. They must also ensure that their agents, employees and contractors meet the above requirements.

## Security of personal information

We endeavour to protect any personal information that we hold from misuse and loss, and to protect it from unauthorised access, modification and disclosure. For example, we maintain physical security over our paper and electronic data stores and premises, such as the use paper shredders, file 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.

## Transfer of information overseas

We may transfer an individual's personal information overseas where it is necessary to provide our services. For example, we sometimes use the Internet to collect and process information, in addition, some insurers or reinsurers are based overseas and we need to provide an individual's personal information to them to arrange their cover. In most cases we would only do this with the individual's consent.

## Opting out

If we send an individual any information about our services or products, or they do not want us to disclose their personal information to any other organisation they can opt out by simply contacting us by phone, email, etc.

## How to contact us

If an individual wishes to gain access to their personal information, wishes for us to correct or update it, or have a complaint about a breach of their privacy (or any other query relating to our Privacy Policy) they can contact our Privacy Officer during business hours on:

Telephone: 03 6334 6922  
Facsimile: 03 6334 7860  
Email: [enquiries@intasgroup.com.au](mailto:enquiries@intasgroup.com.au)  
Mail: PO Box 27, Launceston Tas 7250

For more complex queries we will require the request from the individual in writing and there may be a charge for same depending on the effort. We will respond to an individual's query or complaint as soon as possible and will try to resolve any complaint within 14 working days. If this is not possible, we will contact the individual within that time to let them know how long we estimate that it will take to resolve the complaint. Any unresolved complaints should be referred to the Privacy Commissioner.