



Privacy Statement

Purpose

AMACIS Pty Ltd trading as AMA Insurance Brokers ABN: 40 064 488 106 respects and upholds your rights to privacy protection under the National Privacy Principles contained in Privacy Act 1988 including the Privacy Amendment (Enhancing Privacy Protection) Act 2017.

This policy describes how we manage any personal information we have about you.

Personal information means any information that may be used to identify an individual.

What personal information about me does AMA Insurance Brokers hold- AMA Insurance Brokers may hold the following personal information about you:

- Name, street, telephone number(s);
- Date of birth;
- Email address;
- Occupation or position;
- The type of practice you may operate or be involved in;
- Details of applications from you where you apply for the services/products offered by AMA Insurance Brokers;
- Information received by us in the course of conducting surveys for the purpose of developing and identifying products and services that may interest clients, or conducting market or customer satisfaction research; and
- Any other information received by us in the course of providing products and services to you.

What does AMA Insurance Brokers do with my personal information?

We use personal information about you:

- To assist in providing various services including insurance broking, claims management, risk management consulting, other forms of insurance services (including underwriting and reinsurance), employee benefits, superannuation and investment advisory services to you;
- To help develop and identify products and services that may interest clients, conduct market or customer satisfaction research, to develop, establish and administer alliances and other arrangements with other organisations in relation to the promotion, administration and use of our respective products and services, and
- To provide newsletters or other information to you concerning our services and products and generally to promote our services.

We will only disclose personal information to third parties that we believe are necessary to assist us in providing our services. For example, in arranging and managing your insurance needs we will usually provide information to insurers, reinsurers, other insurance intermediaries, insurance reference bureaus, our advisers such as loss adjusters, lawyers and accountants, and others involved in the claims handling process. We also provide it to purchasers of our business and related companies. If the required personal information is not provided we, or any involved third parties, may not be able to provide appropriate services to you. We limit the use and disclosure of any personal information provided by us to such third parties to the specific purpose

for which we supplied it (except with our or the individual's consent). We do not, however, provide information about you to mailing houses for resale.

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

If we send any information about services or products, or you do not want us to disclose your personal information to any other organisation (including related bodies corporate) other than as required for the operation of our business, e.g. regarding payment of your account or to communicate in relation to any legal matter, you can opt out by writing to the Privacy Officer (address below). Of course, despite the above we will not use or disclose any personal information about you if doing so would be contrary to our legal obligations to you or under any law.

How do I access my personal information?

AMA Insurance Brokers intends to take reasonable measures to ensure that your personal information is protected from unauthorised access or disclosure.

You may request access to personal information we hold about you by writing to the Privacy Officer at the address below. You do not have to provide a reason for requesting access. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you access it (e.g. emailing or mailing it to you). You will not be charged for an access request made to us. You may be charged the reasonable expenses incurred in giving you any information you have requested (such as searching and photocopying costs).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

Information sent overseas

In certain situations it is likely that some or all of the Personal Information that you provide to us may be disclosed to businesses that operate overseas. This would only occur where product/ intermediary is based overseas - e.g. Lloyds of London syndicates or brokers and other overseas based insurers and intermediaries or in situations where we utilise "Cloud Computing" services that are situated outside Australia.

In all such cases we commit to making reasonable enquiries to ensure that these organisations comply with their local privacy legislation where such legislation is comparable to the Australian Privacy legislation and to comply with the key components of Australian Privacy legislation in cases where their local legislation is considered inadequate or non-existent.

Any questions about this policy, or any complaint regarding treatment of your privacy by AMA Insurance Brokers, should also be made in writing to the Privacy Officer, AMA Insurance Brokers, 14 Stirling Highway, Nedlands, WA, 6009. Telephone: 1800 262 287 Email: insurance@amainsurance.com.au

Disclaimer: This policy represents our policy as at 1 July 2018. We may change this policy from time to time. Although we intend to observe this policy at all times, it is not legally binding on AMA Insurance Brokers in any way. From time to time we may regard it as necessary or desirable to act outside the policy. AMA Insurance Brokers may do so, subject only to any legal obligations we have to you or under any law, including the Privacy Act.