

Holdfast Privacy Policy

Holdfast Insurance Brokers abides by the Australian Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001. A summary of the Australian Privacy Principles is available on our website or by contacting our office. The information set out in this document is a summary of the personal information we need to collect and our commitments to you under the Australian Privacy Principles.

Personal information

As insurance brokers, there is legislation and regulatory guidelines that require us to obtain and hold detailed information that personally identifies you and/or contains information or an opinion about you ("personal information"). We need to collect your personal information so we can:

- Establish and administer a product on your behalf
- Determine your requirements and provide the appropriate product or service
- Assist with a claim made by you under one or more of your insurance products
- Assess your business and lifestyle insurance needs
- Improve our financial products or service

Your personal information is only collected and used for the above purposes

Privacy disclosure

We may need to make your personal information available to other insurers in order to provide the requested product or service.

Your personal information may also be transferred to one or more of our authorised representatives in order to provide the requested product or service. Each of our representatives must also adopt and adhere to our privacy policy.

We may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that we feel may be of interest to you. Should you not wish to receive such information you can simply unsubscribe or contact us by email, phone, letter or fax to be removed from the list of those who receive such materials.

In the event that we propose to sell our business, we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations.

Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that a sale of our business is affected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

(Continued overleaf)

ADDITIONAL PRIVACY INFORMATION

Further information on privacy in Australia may be obtained by visiting the web site of the Office of the Federal Privacy Commissioner at www.privacy.gov.au

We'll do the thinking for you.
Insurance. Job done.

HOLDFAST
insurance brokers

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Security

We will, at all times, seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential.

Your personal information is generally held in a computer database. All computer-based information is protected through the use of access passwords on each computer. Data is backed up daily and securely stored offsite.

In the event you cease to be a client of this organisation, any personal information that we hold about you will be maintained in a secure database facility for a period of 7 years in order to comply with legislative and professional requirements. At the completion of the seven-year timeframe the information will be destroyed. For a period of 7 years in order to comply with legislative and professional requirements. At the completion of the seven-year timeframe the information will be destroyed.

Access

You may at anytime, by contacting us by email, phone, letter, or fax, request access to your personal information and we will (subject to the following exceptions) provide you with either copies of the information requested or with an accurate summary of the information held. We will, prior to providing access in accordance with this policy, require you to provide evidence of your identity.

We will not provide you with access to your personal information if:

- Providing access would have an unreasonable impact on the privacy of others
- The request for access is frivolous or vexatious

- The information is related to an existing or anticipated legal proceedings between us and would not be discoverable in those proceedings
- Providing access would reveal our intentions in relations to negotiations with you in such a way as to prejudice those negotiations
- Providing access would be unlawful
- Denying access is required or authorised by law
- Providing access would be likely to prejudice certain operations by, or on behalf of, an enforcement body or an enforcement body requests that access not be provided on the grounds of national security

We will endeavour to respond to any request for access within 7-14 days depending on the complexity of the information and/or the request. If your request is urgent, please indicate this clearly.

In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

Accuracy

We will endeavour to ensure that, at all times, your personal information is up to date and accurate. In the event that you become aware, or believe, that any of your personal information is inaccurate or incomplete you may contact us by email, phone, letter, or fax, and provide to us evidence of the inaccuracy or incompleteness. If we agree that your personal information requires correcting, we will take all reasonable steps to correct the information.

Complaints

If you wish to complain about any breach or potential breach of this privacy policy or the Australian Privacy Principles, you should contact us by email, phone, letter, or fax and request that your complaint be directed to the Privacy Officer. Your complaint will be considered within 7 days and responded to. It is our intention to use our best endeavours to resolve any complaint to your satisfaction; however, if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

Website

Holdfast Insurance Brokers website (www.holdfast.com.au) contains links to other Websites whose operator may or may not adhere to a privacy policy or be governed by the Australian Privacy Principles.

While it is not necessary to register your personal details to use our Website, we do offer a service that will enable you to receive product and service quotations. In the event you do register with us, we will collect personal information from you including your name and e-mail address.

Insurance. Job done.

CONTACT OUR OFFICE ON 1800 465 332

ADELAIDE / ALICE SPRINGS / DARWIN / MELBOURNE
www.holdfast.com.au

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