

Steadfast Eastern Insurance Brokers Pty Ltd are committed to protecting your Privacy in accordance with the Privacy Act 1998 (Cth). This Privacy policy describes how we handle and use your personal information.

At Steadfast Eastern, we acknowledge that Your personal information belongs to you, and you entrust us with that information. We are fully committed to securely storing and carefully processing the information you share with us and not providing that information to third parties without your knowledge.

WEBSITE INFORMATION AND CONTENT

What information we collect and how we use it?

When we arrange insurance on your behalf, we ask you for the information we need to advise you about your insurance needs and management of your risks.

We provide 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. Insurers may in turn pass on this information to their reinsurers. Some of these companies are located outside Australia.

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, property maintenance companies, panel beaters etc.) to enable it to consider your claim. Again, this information may be passed on to reinsurers.

Our website provides information, but also has the capacity to collect visitor data as follows:

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

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 Self-Service forms (Claim Forms, Employment and Contact request). The information submitted via the Forms is not encrypted – an option is available for claim forms to be downloaded in PDF format for faxing. Should you be concerned about confidentiality of the claim information, this would be the recommended method.

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.

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

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



WHAT PERSONAL INFORMATION WE COLLECT AND USE

When we arrange insurance on your behalf, we ask you for the information we need to advise you about your insurance needs and management of your risks. We collect personal information including:

- Identification information, including your age or date of birth and gender.
- Contact information, including residential/postal address, email, phone number and other contact details.
- Details of property insured.
- Financial information, including bank details or other information about your financial circumstances.
- Information obtained as part of the processing of a claim.
- Sensitive information such as Health information.
- Information relevant to your claim history, voluntary liquidation, or criminal past.
- Past employment, residency status and proof of identity; and
- Any other personal information that may be required to facilitate your dealing with us.

We provide any information that the insurers or intermediaries who we ask to quote for your insurances and premium funding companies to enable them to decide whether to insure you or premium fund you 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 brokers, etc.) to enable it to consider your claim. Again, this information may be passed on to reinsurers.

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. 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

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

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 to be able to decide whether to insure you and on what terms. We may not be able to provide our product or services if we are not given all the personal information we have asked for. This includes not issuing policies and not processing claims.

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.

OFFSHORE DISCLOSURE OF PERSONAL INFORMATION

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 the Philippines and Vietnam and your information may be disclosed to those organisations.

Specifically, we may disclose your personal information to our service supplier located in Philippines, which provides sales, claims and administrative services.

Please note that the data protection laws and other laws of the countries to which your information may be disclosed might not be as comprehensive as those in Australia. However, where practicable in the circumstances, we will take reasonable steps to ensure that overseas recipients use and disclose such personal information in a manner consistent with 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 office to the attention of: Compliance manager, Suite 13, 830 Whitehorse Rd, Box Hill Vic 3128, or email insure@steadfasteastern.com.au.

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

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 98429333 or 1300500700.

OUR OFFICE DETAILS

Suite 13, 830 Whitehorse Road, Box Hill, Vic 3128

Tel (03) 9842 9333 or 1300 500 700 |ABN 13 166 553 671|AFS Licence 449768.