



Capital Mutual Insurance Brokers Pty Ltd will protect your personal information by complying with The National Privacy Principles (NPP) as set out in the Privacy Act 1988 (Commonwealth).

The NPP governs the way we collect, use, disclose and secure information about you.

The NPP also permits you access to the information we hold about you in order to correct or update it.

We may disclose this information to Third parties such as other brokers, insurers, insurance reference services, investigators, legal advisors or as required by law. The third parties we deal with must also comply with the National Privacy Principles.

Why do we require your personal information?

The personal information collected and maintained by Capital Mutual Insurance Brokers comprises your name, address, contact details and information specific to, and required for, the service or product that we provide to you. For some products and services we also collect and maintain sensitive information.

The information collected allows us to:

- ✓ review and assess risks;
- ✓ administer your claims;
- ✓ provide relevant insurance advice;
- ✓ arrange & place insurance coverage;
- ✓ source premium funding;
- ✓ make changes to your policies.

Accessing and updating your information

Capital Mutual Insurance Brokers aims to ensure that your personal information is accurate, up to date and complete. Please contact us if you:

- ✓ would like to seek access to your information, or
- ✓ revise your personal information; or
- ✓ feel that the information we currently have on record is either incorrect, incomplete or both.

If you do not supply us information

You can choose not to provide us with the information we seek. However, we may not be able to process your requests and provide you with accurate advice.

Direct marketing and your privacy

We may distribute to our clients general information and newsletters regarding our products and services.

From time to time we may wish to supply you with specific information regarding some of our products and services, which we believe may be of interest to you. If you do not wish to receive this additional (directly marketed) information please contact our office.

Privacy Complaints

If you believe that we have not protected your personal information as required under the NPP and you wish to make a formal complaint, you are able to contact our National Privacy Complaints Officer on 1800 068 000. You may also email full details of your complaint to cmib@capitalmutual.com.au. Your complaint will be managed via our Internal Privacy Complaint Procedure. This Procedure assures you of a timely and accurate response to your complaint.