QBE Insurance (Australia) Limited ABN 78 003 191 035 New Zealand Branch (**QBE**) collects, holds, uses and discloses personal information relating to our customers, their representatives and other third parties in accordance with our Privacy Policy at <https://www.qbe.com/nz/about-qbe/privacy-and-your-personal-information>.

**Access and correction**

Under the *Privacy Act 2020* (NZ) (**Privacy Act**), you are entitled to request access to, or correction of, personal information that QBE holds about you, and to have your request handled without excessive delay.

QBE itself is also entitled to rely on the exemptions in the Privacy Act in considering whether to grant your request, and where we reject your request we will explain why, as well as what options you have to pursue the decision further.

Please note that QBE may need to verify your identity to process your request. Where we need to verify your identity, we will attempt to leverage any documents we already have on file where we can.

| Customer Details | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Full Name** | Click or tap here to enter text. | | | | | | |
| **Company or Business Name (if applicable)** | Click or tap here to enter text. | | | | | | |
| **DOB** | Click or tap to enter a date. | | **Company or Business Number e.g., NZBN, NZCN (if applicable)** | | | | Click or tap here to enter text. |
| **Street Address** | Click or tap here to enter text. | | | | **City** | | Click or tap here to enter text. |
| **Region** | | Click or tap here to enter text. | | **Postcode** | | Click or tap here to enter text. |
| **Telephone / Mobile** | | Click or tap here to enter text. | | **Email** | | | Click or tap here to enter text. |
| **Please specify your relationship to QBE in relation to your request:** | | | | | | | |
| **I am a policyholder** | | Yes  No | | **I am a claimant (or third-party beneficiary)** | | | Yes  No |
| **I am a related party to a policy or claim** | | Yes  No  If you are a related party to a policy or a claim, please specify the nature of your relationship to the customer below (e.g., representative, lawyer, agent, broker, legal guardian, power of attorney, executor of an estate) [[1]](#footnote-1)  Click or tap here to enter text. | | | | | |
| **QBE identifiers (optional)** | | For example, policies numbers, claim numbers, complaint numbers if you know them, as this will help us to confirm whether we hold personal information about you.  Click or tap here to enter text. | | | | | |
| **Access or correction** | | I want to **access** my personal information | | | | I want to **correct** my personal information | |
| **Further details (optional)** | | If you are looking to access or correct certain information (e.g., you want access to certain documents or to change certain details), please feel free to provide further details below.  Click or tap here to enter text. | | | | | |

**How to make a request and find out more**

To make a request for access or correction to your personal information, you can complete this form and send it via:

* email at [customercarenz@qbe.co.nz](mailto:customercarenz@qbe.co.nz); or
* post by writing to Customer Care, PO Box 44, Auckland 1140.

For more information or to make a request over the phone, via post or via email, have a look at QBE’s Privacy Policy at <https://www.qbe.com/nz/about-qbe/privacy-and-your-personal-information> or speak to our Customer Care team on (09) 366 9920.

1. You may also be required to provide QBE with evidence that you are authorised to make this request and or act on behalf of the customer such as a policyholder, claimant or third-party beneficiary (or otherwise legal authority to request this information such as a warrant, subpoena, order or notice). Third parties without express authority to access your personal information and data can only access by serving QBE with a subpoena, warrant, order or notice which directs QBE to do so. [↑](#footnote-ref-1)