

Privacy Statement

QBE Broker Xchange privacy statement



Scope

This statement applies to the operations of QBE Insurance (Australia) Limited, ABN 78 003 191 035, Incorporated in Australia, New Zealand Branch ("QBE") and sets out our policy and practices relating to the collection, storage, use and disclosure of Personal Information in the ways necessary for that particular product or service that QBE provides to you.

QBE adheres to the Privacy Act 2020 and to this statement.

Personal Information

Personal information is information about an individual such as names, addresses, email and other contacts, employment, claims or criminal history by which such individual's identity can be reasonably determined.

QBE may collect Personal Information about you whenever you interact with us or when you access or use the QBE website ("the Site") or QBE Broker Xchange. We use common Internet technologies, such as cookies, to collect general statistical information on visitors to our web sites. When you visit our website a cookie is placed on your computer's hard drive. A cookie is a piece of data that contains information about the user such as the number of visits to the site, and the pages accessed.

When we need to collect personal information we shall, whenever possible, collect the information directly from you or your agent.

Personal Information Purposes for which we may use and disclose your Personal Information

Purposes for which we may use and disclose your Personal Information QBE uses your Personal Information primarily for the purposes for which we collected it which may include but are not limited to purposes such as processing your application for insurance cover, claims, employment, renewals etc. We may also use and/or disclose your Personal Information for a secondary purpose only if that secondary purpose is directly related to the purpose of collection, for example: to other service providers such as reinsurers, intermediaries, lawyers, assessors, health service providers, etc.

We may also use and disclose your Personal Information to a third party such as to a marketing or research agency or in any other circumstances, if you have given us expressed or inferred consent or authorisation to do so or if directed by government authorities such as the police, inland revenue department or in order to comply with the law.

Where Personal Information is used for research or product development or marketing purposes, QBE will ensure that the information is aggregated so that no individual is identified.

For more detailed information on the ways in which we may use or disclose personal information, read our QBE Privacy Promise.

Your choices

Under the Privacy Act 2020, you have rights of access to and correction of your personal information.

You may request access to your Personal Information by contacting us at the address shown in the "Contact QBE" section.

Where we have incorrect Personal Information in our records you may request to have the information corrected.

If you have a complaint, please contact us and we will make every effort to resolve your complaint or refer you to our independent dispute resolution process.

Other important information

In New Zealand, contact:

The Privacy Officer

QBE Centre

Level 21, 125 Queen Street

PO Box 44, Auckland, 1140

Phone: (09) 366 9920

Fax: (09) 379 7777

www.qbe.co.nz