

# PRIVACY DECLARATION

Gallagher Bassett (GB) is committed to the protection of personal information of individuals and compliance with the Privacy Act 1988 (the Act).

This Privacy Declaration sets out information about how we manage personal information.

## 1.1 Collection of personal information

We will only collect personal information necessary for one or more of our business functions or activities. We will only collect personal information un-intrusively by fair and lawful means. For example if we are managing an insurance claim, we will only collect personal information to the extent necessary for us to complete the claim transaction.

When collecting personal information, we will take reasonable steps to advise the individual concerned about the purpose of collection and to allow access to the information on request.

## 1.2 Use and disclosure of personal information

We will not use your personal information for any purpose other than that for which it was collected, and we will not disclose the information to any other party without your consent otherwise than in accordance with the National Privacy Principles set out in the Act.

In the normal course of our business, personal information is disclosed to insurers and their legal representatives and is also disclosed to our parent company, Gallagher Bassett Services Inc (GBSI) in Chicago, USA. GBSI hold personal information on secured databases and do not use or disclose that personal information.

## 1.3 Quality of and access to personal information

We will take reasonable steps to ensure that the personal information we collect is accurate, complete and up to date, and will generally allow an individual access to correct their personal information on request.

## 1.4 Security of personal information

We will take reasonable steps to ensure that the personal information we collect is protected from misuse, loss, unauthorised access, modification, or disclosure.

Our computer systems are all protected to prevent unauthorised access to information. Only those staff with the relevant authority may gain access to this information. All staff are issued with confidential passwords, and can only access information relevant to their duties.

Our systems have security firewalls, which prevent access by users external to our business. We have taken reasonable steps to secure communications through our website.

All our offices have adequate security procedures in place for the protection of documents and information held by us.

## 1.5 Collection of sensitive information

We will not collect sensitive information without the consent of the individual where required. Sensitive Information is defined within the legislation as "Information or an opinion about an individual's racial or ethnic origin, political opinion, membership of political associations, religious or philosophical

beliefs or affiliations, membership of professional or trade associations or unions, sexual preferences or practices, criminal record, or health."

### 1.6 Compliance by GB Staff

Our staff accept the responsibilities presented by this Privacy legislation, and receive regular training on relevant privacy issues.

### 1.7 Further Information

If you have any inquiries regarding our compliance or would like to know more about the sort of personal information GB holds, for what purposes, or the way GB manages personal information, please contact:

The Privacy Officer  
Gallagher Bassett  
GPO Box 14  
Brisbane QLD 4001.  
Email: [privacy@gbtpa.com.au](mailto:privacy@gbtpa.com.au)

Further information can be viewed at the Privacy Commissioner's website at [www.privacy.gov.au](http://www.privacy.gov.au).