YBL INSURANCE

Privacy Policy

What information do we collect and how do we use it?

We ask you for the information we need to advise you about your insurance needs and management of your risks when we arrange insurance on your behalf. This can include a broad range of information from your name, address, contact details, and age to other information about your personal affairs including your assets, personal belongings, financial situation, health, and wellbeing.

Information is provided to those insurers or intermediaries who we have asked to quote your insurances and premium funding to enable them to decide whether to insure you and on what terms, or to fund your premium 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, your personal information may be disclosed to an overseas insurer (e.g. Lloyd's of London) if we seek insurance terms from them. We inform you of where the insurer is located if this is likely to happen and it is possible to do so.

We assist you by collecting information when you make a claim under your policy. 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 considering your claim, e.g. loss adjusters, medical brokers etc.) to enable it to assess your claim. Again, this information may be passed on to reinsurers.

What if you don't provide some information to us?

We can only fully advise you and assist with arranging your insurance or with a claim if we have all relevant information. Insurance laws also require you to provide your insurers with the information they need to be able to decide whether to insure you and on what terms. You have a duty to disclose the information which is relevant to the insurer's decision to insure you.

When do we disclose your information overseas?

If you ask us to seek insurance terms and we recommend an overseas insurer, we may be required to disclose the information to the insurer located outside Australia. For example, if we recommend a policy provided by Lloyd's of London, your information may be given to the Lloyd's broker and underwriters at Lloyd's of London for them to decide about whether to insure you.

We will tell you at time of advising on your insurance if the insurer is overseas and in which country they are located. We will seek your consent before disclosing your information to an insurer if that insurer is not regulated by laws which protect your information in a way that is like the Privacy Act.

Australian and overseas insurers acquire reinsurance from reinsurance companies that are located throughout the world, so in some cases your information may be disclosed to them for assessment of risks and to provide reinsurance to your insurer. We do not make this disclosure; this is made by the insurer (if necessary) for the placement for their reinsurance program.

How do we hold and protect your information?

We take reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, complete, and up to date.

We regard the security of your personal information as a priority.

We have procedures in place to guard your information. Our computer systems are protected by firewall software which will deny access to unauthorised people trying to access our servers from an outside connection. All computer workstations are password protected.

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, external data storage providers, or to other companies in the event of a corporate sale,

merger, re-organisation, dissolution, or similar event. However, we will take reasonable measures to ensure that they protect your information as required under the Privacy Act.

We may provide your information to others if we are required to do so by law, you consent to the disclosure, or there are some unusual other circumstances which the Privacy Act permits.

How can you check, update, change the information we are holding or want to complain?

You have the right to access personal information which we collect and hold about you.

We may refuse you access to your personal information in several circumstances. We will always explain the reason why you have been refused access in the unlikely event of that happening.

Please ask us if you would like to access any personal information we hold about you, or you would like more information on our approach.

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Please write to us E: contact@mmei.com.au. Your complaint will be considered by us through our internal complaints resolution process.