

privacy statement

PRIVACY STATEMENT - PARKS INSURANCE PTY LTD

Parks Insurance Pty Ltd and Lumley General Insurance Limited (we, us, our) collect information about you to process, assess and verify your application and claims you may make; administer and manage the products or services we provide; and provide you with information about other products or services that may be of benefit to you.

We handle all personal information we collect in accordance with the National Privacy Principles. A copy may be obtained from the Office of the Federal Privacy Commissioner on 1300 363 992.

If you do not provide the information sought by us, it may affect our ability to provide you with, and administer, our products or services. As an insured person you have a duty under insurance law to disclose all relevant information. Please refer to your application form or insurance documents for further details of this duty, and the consequences of not complying with it.

If reasonable and practicable, we will only collect your personal information from you; but where necessary, we may also collect it from other persons and entities.

We may disclose your personal information to:

- our agents and contractors who provide financial, legal and administrative services;
- mailing houses and document service providers;
- related bodies within the Lumley Group for training purposes;
- financial institutions and reinsurers;
- claims investigators and assessors;
- insurance industry reference bodies and industry complaint tribunals;
- our local and overseas related entities;
- government agencies including the Australian Taxation Office;
- law enforcement agencies, where we suspect unlawful activity;
- the Lumley Internal Dispute Resolution committee;
- someone else, where we collected your personal information from that person or entity.

You can request access at any time to personal information we hold about you. You may ask us at any time to correct this information where you believe it is incorrect or out of date.

You may be charged the reasonable expenses incurred in giving you any information you have requested (such as searching and photocopying costs).

You can request a copy of our Privacy Policy or make a complaint about the privacy of your personal information by contacting Lumley's Privacy Officer at:

Lumley General Insurance Limited

309 Kent Street,
Sydney NSW 2000
Tel: (02) 9248 1111
Fax: (02) 9248 1122

If you have a complaint, an officer with appropriate authority will deal with it. For details of the way in which we handle complaints please refer to our brochure, *A Guide to Resolving Complaints*. If you remain dissatisfied with the way in which your complaint is handled we can advise you on how to take your complaint to our Internal Dispute Resolution Committee. If you are not satisfied with a determination of the Committee you may refer your complaint to the Office of the Federal Privacy Commissioner.

When you insure or otherwise deal with Lumley you consent to Lumley collecting, using, disclosing and handling your personal information in accordance with this Privacy Statement.

You also agree that where you have supplied information (such as a name) about any other person, you will tell that other person that you have provided the information to us and show the person this document.