

Privacy complaints

If you have any queries regarding our approach to privacy, please email us at BRC-CGU@cgu.com.au or write to our Privacy Officer at:

CGU Business Risk & Compliance

Level 12, 181 William Street
Melbourne VIC 3000

Ph 03 9601 8411

Fax 03 9601 8311

contact details

Adelaide

80 Flinders Street
Adelaide SA 5000
Tel (08) 8405 6300
Fax (08) 8405 6444

Ballarat

The Gordon
1-3 Bath Lane
Ballarat VIC 3350
Tel (03) 5329 4100
Fax (03) 5329 4194

Brisbane

189 Grey Street
South Bank QLD 4101
Tel (07) 3135 1900
Fax (07) 3212 7898

Hobart

Level 5 188 Collins Street
Hobart TAS 7250
Tel (03) 6230 4748
Fax (03) 6230 4740

Website: www.cgu.com.au

Melbourne

181 William Street
Melbourne VIC 3000
Tel (03) 9601 8222
Fax (03) 9279 5450

Newcastle

3rd Floor The Metro
Cnr Scott & Watt Streets
Newcastle NSW 2300
Tel (02) 4935 7100
Fax (02) 4935 7110

Perth

46 Colin Street
West Perth WA 6005
Tel (08) 9254 3600
Fax (08) 9254 3601

Sydney

388 George Street
Sydney NSW 2000
Tel (02) 8224 4000
Fax (02) 8224 4025

CGU Insurance

protecting your privacy



Insurer
CGU Insurance Limited
ABN 27 004 478 371



CGU Insurance Privacy Charter Brochure

CGU Insurance is committed to protecting the personal information it holds and uses about you.

Our Privacy Charter outlines how we manage your personal information in accordance with the National Privacy Principles that are set out in the Privacy Act (Cth) 1988. This brochure is a summary of our Privacy Charter – for full details, please visit www.cgu.com.au/Privacy & Security.

Collection

We will only collect information that is necessary for us to provide you with our products and services.

We collect your personal information in various ways, such as via application or claim forms, over the telephone and via the internet if you transact with us online. Some examples of personal information we collect include your name, address, date of birth, gender, health information, employment details, details of your previous insurance and details of your personal assets.

Wherever possible, we will collect information directly from you.

Where we collect information about you from a third party, we will advise you.

If you choose not to provide us with the requested information, we may not be able to process your request.

Use and disclosure

We will use your personal information in accordance with the National Privacy Principles, such as the purpose for which it is collected, to provide you with products and services, and (subject to your consent), for marketing purposes.

There may be occasions where we may need to disclose your personal information to third parties such as other insurers, health service providers, investigators and repairers.

We will not disclose information about you to a company which is not a related entity unless the disclosure is required or authorised by law, or you have consented to the disclosure.

Quality and security

We will take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. We will take all reasonable steps to protect the personal information we hold about you from unauthorised access, use and disclosure. We will destroy your information when it is no longer needed.

Access

If you wish to access the personal information we hold about you, contact or visit one of our branches. For more complex requests, you may need to complete an access request form.



'CGU Insurance is committed to protecting the information it holds and uses about you.'