



PROTECTING
LIVELIHOODS

PRIVACY POLICY

At Ag Guard, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth). This Policy describes our current policies and practices for collecting, handling, using and disclosing personal information. It also deals with how you can complain about a breach of the privacy laws, how you can access the personal information we hold about you and how to have that information corrected.

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

When we arrange insurance on your behalf, we ask you for the information we need to advise you on your insurance needs. This can include a broad range of information ranging from but not limited to your name, address, contact details and age to other information about your personal affairs including your assets, general health and financial situation.

We provide the information that you provide us to insurers and premium funders to enable them to decide whether to insure and calculate the adequate premium for your risk profile.

We also use your information to enable us to manage your ongoing requirements and our relationship with you, e.g. collecting information to assist you in lodging a claim with an insurer.

From time to time we will use your contact details to send you offers, updates, events, articles, newsletters or other information about products and services that we believe will be of interest to you. We may also send you regular updates by email or by post. We will always give you the option of electing not to receive these communications and you can unsubscribe at any time by notifying us that you wish to do so.

We may also use your information internally to help us improve our services and help resolve any problems.

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

If you do not provide us with some or all of the information that we ask for, we may not be able to assist you with arranging your insurances or managing your claims. The insurance law requires you to provide all information to the insurance company which would otherwise assist them in determining whether they should or shouldn't provide you with an insurance policy.

How do we hold and protect your information?

We strive to maintain the relevance, reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you electronically and any paper is shredded and destroyed once it has been electronically stored on our system. In some cases, we may need to keep a hardcopy, in which case your file could be archived and sent to an external data storage provider for a period of time. We only use storage providers in Australia who are also regulated by the Privacy Act.

We ensure that your information is safe by protecting it from unauthorised access and disclosure. We maintain physical security over our paper and electronic data and premises, by using locks and security systems.

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, reorganisation, dissolution or similar event. However, we will take all reasonable steps to ensure that they protect your information in the same way that we do.

We may also provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

We may disclose your information to recipients if we are required to do so by law. If they are not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them.

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

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information please write to our Privacy Officer, Alex Cohn at Ag Guard Pty Ltd, PO Box 164, Milsons Point NSW 1565.

We do not charge for receiving a request for access to personal information or for complying with a correction request.

In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

If you have any concerns about whether we have complied with the Privacy Act or this Privacy Policy when collecting or handling your personal information, please write to our Privacy Officer, Alex Cohn at Ag Guard Pty Ltd, PO Box 164, Milsons Point NSW 1565.

We will consider your complaint through our internal complaints resolution process and we will try to respond with a decision within 45 days of you making the complaint.

Your consent

By asking us to assist with your insurance needs, you agree that we may collect and use your personal information for the purposes described above.

Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact our Privacy Office, Alex Cohn at Ag Guard Pty Ltd, PO Box 164, Milsons Point NSW 1565.