

PRIVACY POLICY STATEMENT

Select Insurance Brokers Pty Ltd (“we,” “us,” or “our”) is committed to protecting your privacy, ensuring that your personal information is handled in a safe and responsible manner and complying with the Privacy Act 1988 (Cth) (Privacy Act) including the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and any other applicable privacy laws and regulations. This Privacy Policy is effective 25 August 2025 and outlines how we collect, use, store, and share your information when you visit our website, use our services, or interact with us in any other way.

By using our services, you agree to the terms of this Privacy Policy.

1. INFORMATION WE COLLECT

We collect various types of personal information, including but not limited to:

- **Personal Identification Information:** Name, address, email address, phone number, date of birth and other identifiers.
- **Insurance Information:** Policy details, coverage types, claims history, and payment information.
- **Financial Information:** Bank account details, payment methods, credit score, and other financial information.
- **Usage Data:** Information about how you interact with our website, such as your IP address, browser type, and pages visited.

We collect this information directly from you when you fill out forms, apply for insurance, or communicate with us. We may also collect information from third-party sources, including insurance providers and financial institutions.

2. HOW WE USE YOUR INFORMATION

We may use the information we collect for the following purposes:

- To provide and manage our insurance services and products.
- To process applications and claims and manage your insurance policy.
- To send you important updates, notices, and communications related to your insurance.
- To improve our services, website, and customer experience.
- To comply with legal and regulatory requirements.

To prevent fraud, security breaches, and other illegal activities

3. SHARING YOUR INFORMATION



We may share your information with third parties under the following circumstances:

- **Service Providers:** We may share your information with trusted third-party service providers who help us manage our business operations, such as payment processors, IT support, and insurance carriers.
- **Legal Requirements:** We may disclose your information if required to do so by law, such as in response to a subpoena, court order, or regulatory request.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our company, your personal information may be transferred as part of the transaction.

We do not sell or rent your personal information to third parties for marketing purposes.

4. TRANSFER OF PERSONAL INFORMATION OVERSEAS



We may share your personal information with third-party service providers, insurers, brokers, or contractors, who may be based in, but not limited to, countries like Vietnam, the Philippines, Malaysia, Singapore, the USA, the UK and Bermuda.

When sharing your data overseas, we take steps to ensure it's protected and that privacy standards are followed. We will only share your information abroad if:

- You give us consent to do so, or
- We believe the recipient follows privacy laws similar to Australia's, or
- It's required by Australian law or a court order.

5. DATA SECURITY



We take the security of your personal information seriously and use reasonable administrative, technical, and physical safeguards to protect it from unauthorised access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

6. YOUR RIGHTS AND CHOICES



You have certain rights regarding your personal information, including:

- **Access:** You can request access to the personal information we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete information.

- **Deletion:** You can request the deletion of your personal information, subject to certain legal and contractual limitations.
- **Opt-Out:** You can opt-out of receiving marketing communications from us at any time by following the unsubscribe instructions in our emails.

To exercise any of these rights, please contact us at insure@selectinsurance.com.au

7. COOKIES AND TRACKING TECHNOLOGIES



We use cookies and similar technologies to enhance your experience on our website. These technologies help us analyse trends, track users' movements, and gather demographic information. You can manage your cookie preferences through your browser settings. However, disabling cookies may affect the functionality of our website.

8. THIRD-PARTY LINKS



Our website may contain links to third-party websites that are not operated by us. We are not responsible for the privacy practices of these third-party websites and encourage you to review their privacy policies.

9. CHANGES TO THIS PRIVACY POLICY



We may update this Privacy Policy from time to time. When we make significant changes, we will notify you by posting the updated policy on our website and indicating the effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

10. HOW TO MAKE A COMPLAINT



If you want to make a complaint about a breach of this Privacy Policy or privacy laws, you can contact us using the details below. Please provide enough information about your complaint along with any evidence.

We will forward your complaint to our Privacy Officer, who will investigate and decide on the next steps. If we need more information, we will reach out to you and inform you of the investigation's outcome in writing. We aim to resolve complaints within 14 working days. If this isn't possible, we will inform you of the expected resolution time.

If you're unhappy with our response, you can either contact us again or reach out to the Australian Privacy Commissioner (www.oaic.gov.au).

11. CONTACT US



If you have any questions or concerns about this Privacy Policy or our practices, please contact us at:

Select Insurance Brokers Pty Ltd
L1, 40 Toohey Road, Wetherill Park NSW 2164
insure@selectinsurance.com.au
1300 008 245