



Hospitality  
Industry  
Insurance

# PRIVACY STATEMENT FOR AGENTS / REPRESENTATIVES

we help people get their lives back



## INTRODUCTION

Hospitality Industry Insurance ('**HII**') is a specialised insurer referred to in this Privacy Policy as HII, us or we. We are a joint venture owned by Employers Mutual Limited (**EML**) and our industry partners Australian Hotels Association NSW Holdings Pty Ltd and ClubsNSW Insurance Holdings Pty Ltd. Hospitality Industry Insurance cares about the privacy and security of your personal information and are committed to comply with the Privacy Act 1988 (Cth) (**the Act**).

References to Corporate Grouping in this Privacy Statement (**Statement**) mean companies that HII is in a grouping with and Mutual Management Pty Ltd, Employers Mutual Limited and their respective related bodies corporate, subsidiaries and associated entities (these terms when used in this Statement have the same meaning as in the Corporations Act 2001 (Cth)).

At HII there may be instances in which we collect, hold, use, and disclose personal information about individuals who are not the claimants and are acting as an advocate, agent, or representative authorised by the claimant.

## WHAT TYPE OF PERSONAL INFORMATION IS COLLECTED?

**Personal Information** means any personal information or an opinion about you, whether or not the information or opinion is true, and whether or not the information or opinion is recorded in a material form. The types of Personal Information we may collect, include:

- your name;
- contact details;
- gender and;
- information and all records generated during the life cycle of your role as an advocate, agent or representative of the claimant.

## HOW AND WHY DO WE COLLECT PERSONAL INFORMATION?

**Personal Information** will be collected directly from you from your interactions with us. This may be via web/written forms, information technology systems such as email, or telephone calls.

We may collect your Personal Information for the purposes of:

- informing all relevant parties of your appointment as necessary in relation to this claim;
- identifying you and conducting appropriate checks to ensure you are an authorised person for the claimant;
- recording you as the authorised person for the claimant;
- processing, assessing, and managing the claimant's claim from the information you provide us;
- managing, training and developing our employees and representatives;
- managing complaints and disputes and reporting to dispute bodies; and
- getting a better understanding of you, your needs and how you interact with us so we can engage in product and service research, development and business strategy including managing the delivery of our services and products and the ways we communicate with you.

If we are not able to collect Personal Information about you, we will not be able to identify or record you as an authorised person and will not be able to:

- provide you with any information or assistance in relation to the claimant's claim; or
- be able to provide a full response or any response to your contact, enquiry, or complaint.

## HOW WE HANDLE YOUR PERSONAL INFORMATION

We will hold, use and disclose your Personal Information for the purposes we collected it, as well as purposes that are related, where you would reasonably expect us to do so. We may disclose your Personal Information to and collect your Personal Information from:

- the policy holder;
- the claimant's employer;
- the claimant you are representing;
- other companies, trading division or departments within the Group and our joint ventures;
- our representatives or agents;
- government, statutory or regulatory bodies and enforcement bodies like the Australian Tax Office, Centrelink, State Insurance Regulatory Authority (SIRA) and Independent Review Office (IRO);
- clubs, associations, unions, and other industry relevant organisations;
- data warehouses, strategic learning organisations, data partners, analytic consultants;
- publicly available sources of information; or
- any other organisation or person where you have asked them to provide your Personal Information to us or asked us to obtain Personal Information from them, for example your partner, spouse, parent, or guardian.

We are able to collect, use, and disclose your Personal Information to any other person if required or authorised by law. We may collect and disclose your Personal Information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

## DISCLOSURE OF PERSONAL INFORMATION OVERSEAS

Sometimes, we may provide your Personal Information to, or get Personal Information about you from persons located overseas, for the same purposes as in '*Why do we collect Personal Information?*'. We will disclose your Personal Information to the Philippines, Malaysia, and Vietnam for the purposes of data processing and administration.

From time to time we may disclose your Personal Information to, and collect your Personal Information from, other countries not listed here. If we do, we will always collect and disclose your Personal Information in accordance with privacy laws.

## HOW TO ACCESS AND CORRECT YOUR PERSONAL INFORMATION OR MAKE A COMPLAINT

We aim to ensure Personal Information we collect, use, and disclose is accurate, complete, relevant, and up-to-date. The HII Privacy Policy includes information about how you can access, update, or correct your Personal Information.

The HII Privacy Policy also includes information about how you can make a complaint about a breach of the privacy laws and how we'll deal with such a complaint.

You can request a copy of the HII Privacy Policy, access, update, and correct your Personal Information, or make a complaint by contacting your Case Manager .

If you are not satisfied with our response to a complaint, you can contact us by using the details in the *Contact Us* section to discuss your concerns or contact the Australian Privacy Commissioner via [www.oaic.gov.au](http://www.oaic.gov.au).

## CONTACT US

Your Case Manager is the best person to contact in the first instance but do not hesitate to contact the HII Privacy Officer:

**By email:** [privacy@hii.au](mailto:privacy@hii.au)

**By website:** [www.hii.au](http://www.hii.au)

**By telephone:** (02) 8251 9000 and ask to speak with the HII Privacy Officer

**By letter:** HII Privacy Officer, Level 3, 345 George Street Sydney NSW 2000

## CONTACTS

CORPORATE OFFICE  
Level 3, 345 George Street,  
Sydney NSW 2000  
GPO Box 4143, Sydney NSW 2001

T: 02 8251 9000  
E: [info@hii.au](mailto:info@hii.au)  
W: [www.hii.au](http://www.hii.au)

© 2023 Hospitality Industry Insurance  
ABN 34 124 091 470