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Australian Privacy Principles

Your privacy is important to us. We will only collect, use or disclose your personal information in accordance with the *Privacy Act 1988*.

Personal information is information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Our Privacy Policy describes how we collect, disclose, store and use personal information as well as how to access it, correct it or make a complaint. You can view our Privacy Policy at www.qbe.com.au/privacy, or to obtain a free copy phone us on 133 723 or ask your QBE Case Manager or one of our authorised representatives or service providers.

During the course of managing your claim QBE will have access to and collect your personal information in order to effectively manage your Workers' Compensation claim. The information that would be considered personal information and sensitive information and which is used as part of the claim process is (not exhaustive):

- Personal details provided on claim forms (age, address, employment and wage details etc.)
- Employment records held by your employer
- Medical certificates and reports
- Rehabilitation reports
- Investigation reports

QBE's function and activities include the management of your Workers' Compensation claim. QBE will only use and disclose your personal information during the course of managing your claim for a purpose you would reasonably expect. Foreseeable disclosure of your personal information is likely to occur with your employer and their agents/representatives, QBE's agents or service providers such as rehabilitation providers, independent medical practitioners, investigators or solicitors, other insurers, national or overseas reinsurers. If it is necessary for QBE to use your personal information for another purpose your consent will be sought.

We may share personal information with other QBE Group companies, our authorised representatives and service providers, each of which may be based outside of Australia.

By giving us personal information you consent to us collecting, disclosing, storing and using it in accordance with our Privacy Policy. If you give us someone else's personal information you confirm you've obtained their consent to do so.

If you don't provide all of the personal information we've requested we may be unable to manage your Workers' Compensation claim.

For all privacy enquiries or to make a complaint, please contact:

QBE Customer Care
GPO Box T1750
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