

AFFIX
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Just Car Privacy Officer
Just Car Insurance
GPO Box 4663
MELBOURNE VIC 3001

Just Car Insurance Agency Pty Ltd
Level 9, 616 St Kilda Rd, Melbourne 3004
ABN 41 050 238 563
GPO Box 4663, Melbourne 3001
Call 13 13 26 Fax 03 8520 1188
justcarinsurance.com.au
email: contactus@justcarinsurance.com.au

Just Car Insurance is an authorised representative of Australian
Associated Motor Insurers Limited (AAMI). AFSL 238173
AR 240432 Code 1488P016

Printed on recycled Paper

Protecting your
personal info



JUST CAR
INSURANCE

JUST IS.

We value your personal information

We are committed to protecting the privacy of your personal information that you give, as part of your insurance arrangements with us.

Just Car Insurance Agency (Just Car) is underwritten by AAMI. Together, we comply with the Federal Government's **National Privacy Principles**, which underpin the Commonwealth **Privacy Act 1988**.

We will not, under any circumstances, give your personal information to any other organisation for their marketing purposes.

We will, with your help, keep your personal information accurate, complete and up-to-date.

You have the right to inspect the personal information that we hold about you, and to request corrections. There may be instances where we will not provide access. If so, we will give you our reasons in writing.

What is personal information and why is it collected?

Personal information includes facts such as a person's name, address, telephone number, age, family status, occupation, assets, previous and current insurance experience and driving record. It also includes details of the insurance policies you hold and any changes that you make.

We collect this information for the purposes of communicating with our customers, setting premiums appropriately, investigating and paying claims, providing products and services that meet our customers' needs and compiling statistics.

Under certain circumstances, we may provide your personal information to government authorities.

We may also disclose your personal information to a third party when processing or investigating a claim, confirming ratings and in conducting customer research.

Third parties include other insurance companies, other members of the Suncorp Group (of which we are a member), investigators, the insurance reference service, consumer research organisations and finance companies (if requested).

How to inspect information and request corrections

There are two ways in which you can inspect the personal information we hold about you and request any necessary corrections:

- Telephone 13 13 26 and identify yourself as a Just Car customer
- Write to the Just Car Privacy Officer, GPO Box 4663, Melbourne, Victoria, 3001, identify yourself as the customer and outline your request

How to obtain copies of documents

Basic policy information

Basic policy information, such as the policy schedule, can usually be mailed to you following a telephone request.

Claims documents

Copies of documents such as repair quotations can usually be mailed to you following a telephone request.

To obtain other documents, such as an assessor's or investigator's report that relates to our assessment on whether to accept a claim, you may need to complete a written application (see the attached Request form). This is because such documents may contain material that affects the rights of others or the management of claims investigations.

You will receive a response to your request within five working days. There is no charge for making a request.

When may access to documents be denied?

We may deny access to some or all of the documents you request. A request will be denied if the document contains:

- Confidential information provided by people or organisations other than you
- Information that could lead to discovery of the person or organisation that provided the confidential information
- Information that discloses Just Car's procedures for investigating claims or the management of such investigations
- Information that is subject to legal professional privilege

If we deny access to documents, a written explanation of the reasons for doing so will be given to you.

What if you have a complaint about your privacy?

You may appeal if you are refused access to a document or if we have refused to amend your information on your personal records.

We endeavour to resolve all disputes promptly and fairly. We provide a free and accessible consumer appeals service via the AAMI Customer Ombudsman. If you wish to use this service, simply telephone 1300 130 794. More information on the service is available in the AAMI brochure entitled **'What to do if you don't agree with our decision'**. This service is also available if you have a complaint about your privacy.

If, after contacting the AAMI Customer Ombudsman, you are not satisfied with the outcome you may refer your complaint to the Federal Privacy Commissioner by telephone 1300 363 992 or email privacy@privacy.gov.au.

Request for copies of documents

Family Name

First Name

Postal Address

Postcode

()

Home Phone Number

()

Business Phone Number

Email Address

Policy Number

Claim Number

Please forward copies of the following document(s):

Signature

Date

- Please use a ball point pen
- Please detach this panel at the perforation, fold, moisten, seal and post.