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**Delivery Address:**  
GPO Box 2470  
ADELAIDE SA 5001



AAMI Business Insurance  
Reply Paid 2470  
ADELAIDE SA 5001

## What if you have a complaint about privacy?

If access to a document is denied or if we have refused to amend information on your personal records, you may appeal.

We endeavour to resolve all disputes promptly and fairly. A free accessible consumer appeals service is available via the AAMI Customer Ombudsman. If you wish to use this service simply telephone 1300 130 794, write to the AAMI Customer Ombudsman, PO Box 14180, Melbourne City Mail Centre Victoria 8001, or email [consumerappeals@aami.com.au](mailto:consumerappeals@aami.com.au) More information is available in the AAMI Business Insurance Brochure entitled How We Resolve Your Complaints. This service is 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 by email [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

**Phone:** 1300 304 111  
**Fax:** 1300 305 111  
**Claims:** 1300 306 111  
**Web** [aami.com.au](http://aami.com.au)

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CODE XXXXP 103 / NATIONAL

# AAMI BUSINESS INSURANCE AND YOUR PERSONAL INFORMATION



## We value your personal information

We are committed to protecting the privacy of your personal information.

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 customers, setting premiums appropriately, investigating and paying claims, providing products and services that meet customers' needs and compiling statistics.

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

If necessary, we may also disclose your personal

information to a third party when processing a claim, confirming ratings and where customer research is conducted on behalf of AAMI.

Such third parties include our claims management supplier, other insurance companies, investigators, the insurance reference bureau, repairers, consumer research organisations and finance companies (if requested).

## How to inspect information and request corrections

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

- Telephone 1300 304 111 and identify yourself as an AAMI Business Insurance Customer.
- Email us at [businessinsurance@aami.com.au](mailto:businessinsurance@aami.com.au) identifying yourself as an AAMI Business Insurance customer and outlining your request.
- Write to AAMI Business Insurance, GPO Box 2470, Adelaide, SA, 5001 identifying yourself as an AAMI Business Insurance customer and outlining your request.

## How to obtain copies of your documents

### Basic policy information

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

### Claims documents

Copies of documents such as repair quotations can usually be mailed to you following a telephone or email 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. This is because such documents may contain material that affects the rights of others or the management of claims investigations.

A form for requesting copies of documents is included within this brochure. You will receive a response to your request within 5 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 identity of a person or organisation that provided the confidential information.
- Information that discloses AAMI Business Insurance's procedures for investigating claims or the management of such investigations.

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

## 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 reply paid.