

# Privacy Policy - Claims

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## Introduction

Asbestos Injuries Compensation Fund Limited (ACN 117 363 461) and its associated entities Amaca Pty Ltd (ABN 49 000 035 512), Amaba Pty Ltd (ABN 98 000 387 342) and ABN 60 Pty Ltd (ABN 60 000 009 263) ("**we**" or "**us**") value the security and privacy of your personal information. We are committed to ensuring that we handle all personal information in accordance with Australian privacy laws, including the *Privacy Act 1988* (Cth). This privacy policy sets out the way we collect, hold, use and disclose your personal information and, where relevant, your sensitive information (such as your health information, criminal record or membership of a professional or trade association).

By you or your authorised representative submitting a claim to us or providing us with personal information (including your sensitive information) by whatever means (including via our website) you agree to your information being collected, held, used and disclosed for the purposes set out in this policy.

Except as required by law, you do not have to provide us with your information but, if you do not provide us with the information we require, we may not be able to adequately assess your claim.

## What Personal Information We Collect

We collect your information necessary for us to handle your claim.

Your personal information which we collect and hold generally includes your name, address, date of birth, gender, employment and contact details (such as your phone number, fax number and/or email address). Often, we must collect sensitive information such as any medical, health or genetic information relevant to the claim.

## How We Collect Your Information

We collect your information in various ways including from you and third parties and via telephone, website, online and by hard copy.

Wherever possible we collect your information directly from you. However, due to the nature of the claim-handling process we frequently collect information from third parties, namely your legal representative, medical practitioners and anyone who has a duly signed authority form from you and/or our legal advisors. We may also obtain information about you from investigators, medical providers or other professional experts for the purpose of handling the claim. Irrespective of the source, your information is collected, held, used and disclosed by us in accordance with this policy.

## How We Use Personal Information

Generally, we use personal information you provide for the purpose(s) for which it was provided to us, other related purposes or as required by law. Such purposes include:

- (a) processing and evaluating your claim;
- (b) use in legal proceedings in respect of your claim;
- (c) use in other legal proceedings; and
- (d) any other purposes identified at the time of collecting your information.

However, we only use your sensitive information (such as health information) for the purposes for which it was initially collected, other directly related purposes, purposes to which you otherwise consent or as required or permitted by law.

## **How We Disclose Personal Information**

Any personal information you provide to us may be shared, if appropriate, with any of our related entities, affiliates, agents and third parties who provide services to us or on our behalf. Your personal information may be transferred to other countries as detailed below.

Other than as stated above we will not share, rent, or sell your personal information. However, it is possible that we might be required to disclose personal information in response to legal processes or when we believe, in good faith, that the law requires it (for example, in response to a court order, subpoena or a law enforcement agency's request).

We will only disclose your sensitive information (such as health information) for the purposes for which it was initially collected, other directly related purposes, purposes for which you otherwise provide consent or as required or permitted by law.

## **When We Disclose Personal Information to Foreign Organisations**

Our broker and insurers are based in the United Kingdom and we may disclose your personal information to these entities. The United Kingdom has a robust privacy law regime with protections substantially similar to those contained in Australian privacy law and mechanisms for you to take action to enforce such protections.

## **Security of Personal Information**

We will take all reasonable steps (including any measure required under applicable law) to protect your personal information from loss, misuse, unauthorised access, alteration or disclosure. However, we cannot guarantee the security of your personal information.

Personal information that we hold on our computer systems is protected through the use of secure passwords and other security procedures. Access to personal information is limited to those who specifically need it to conduct their business responsibilities. We also maintain physical security procedures to manage and protect the use and storage of paper records containing personal information.

We will take reasonably practicable steps to destroy or de-identify personal information when it is no longer needed for the purposes listed above, required to be retained by us for legal purposes or for other possible claims.

## **Accuracy, Access and Correction**

We take reasonably practicable steps to ensure that your personal information we collect, disclose and use is accurate, complete and up-to-date. However, we rely on you to advise of any changes to your information, so please notify us if you believe that any of your information we hold is not accurate, complete or up-to-date.

We will, on request, provide you with access to the personal information we hold about you unless otherwise required or permitted under applicable law. We will notify you of the basis for any denial to access your personal information.

## **What if you have a complaint?**

If you have a concern or complaint in relation to our handling of your personal information, please contact the AICF Office Administrator using the details below. You will need to provide us with sufficient details regarding your complaint as well as any supporting evidence and/or information.

If you are not satisfied with any assistance you are given, you may request that your concerns be referred to the Chief Operations Officer for an independent review. The Chief Operations Officer will investigate your concerns and will notify you of our determination in writing (usually within 14 days). If you are not satisfied with our determination, you can contact us to discuss your concerns or complain to the Australian Privacy Commissioner via [www.oaic.gov.au](http://www.oaic.gov.au).

## Revisions to Our Privacy Policy - Claims

We reserve the right to revise this privacy policy - claims or any part of it from time to time. Please review this privacy policy - claims periodically for changes. If we make material changes to this privacy policy - claims, we will notify you by placing a notice on our website page, <http://www.aicf.org.au>.

## How to Contact Us

You can contact the AICF Office Administrator on (02) 9277 6614. You can contact the AICF Chief Operations Officer on (02) 9277 6688. Please do not hesitate to contact us if you have any questions or concerns. If you are seeking to access or amend your information, we will require proof of your identity.

Fax No: 02 9277 6699

Postal Address: PO Box A962, Sydney South, NSW, 1235

Website: [www.aicf.org.au](http://www.aicf.org.au)

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Chief Operations Officer

**Asbestos Injuries Compensation Fund Limited**

Last Reviewed November 2021