



VERSION 1.3

PRIVACY POLICY

Privacy

This Privacy Policy sets out how Australian Accident Management Commercial (AAMC) collects, stores, uses and discloses personal information, as well as that personal information collected via our website www.aamcommercial.com.au

AAMC is an independent motor and machinery accident management company and collects information on behalf of insurance companies in order to assess and manage insurance loss under the terms and conditions of the insurance policy.

Protecting the confidentiality of personal information is important to AAMC, and it is fundamental to the way we conduct business. AAMC is committed to protecting the privacy of individuals and is bound by the Australian Privacy Principles set out in the *Privacy Act 1988 (Commonwealth)* (the "Act"). We will only collect, use or disclose personal information in accordance with the Act and this Privacy Policy.

Where required by law, we will provide you privacy information specific to your dealings with us. Your use of the Website is also subject to the *AAMC Website Terms of Use*.

Collection and Storage

AAMC collects personal information from you in a number of different ways. We may collect personal information directly from you or in the course of our dealings with you, for example when you:

- Provide personal information to us regarding your claim
- Apply for a position of employment with us
- Use our website or services (including via cookies)
- Contact and correspond with us.

Where possible we will collect personal information directly from you. The personal information we collect about you may include (but may not be limited to) your name, address, date of birth, contact details, Internet Protocol (IP) address, occupation and education/work history, employer, legal and industry areas of interest, and information specific to the management and loss assessment of a vehicle, and is used for the purposes of your claim under your insurance policy.

We may also, if you consent, collect personal information about you from insurance companies, automotive repair companies, from publicly available sources of information or in some instances from third parties including recruitment agencies, previous employers, government departments and third party service providers which provide criminal, bankruptcy and other checks.

AAMC will take reasonable steps to keep any personal information we hold about you secure.

Purpose

We only collect personal information where it is reasonably necessary for one or more of our functions or activities, such as assessing, administering and processing an accident claim, or assessing an individual for employment. The purposes for which we collect your personal information may include:

- Verifying your identity
- Contacting you (including via electronic messaging such as SMS and email, by mail, by phone or in any other lawful manner)
- Developing and improving our services and obtaining feedback.

If we are not able to collect personal information about you, we may not be able to administer or process your claim for assessment and repairs; or accept your expression of interest or application for employment with us.

Use and Disclosure

AAMC may use or disclose your personal information for the purpose for which it was collected. Parties to whom we may disclose your personal information include:

- Loss Assessors
- Repairers and Suppliers
- Insurance Companies
- Investigators and Recovery Agents
- Legal Advisors
- Contracted Advisors and Service Providers
- Where the use of disclosure is authorised or required by or under an Australian law or court/tribunal order

We may disclose your personal information with third party service providers we use in conducting our data storage services, email filtering, virus scanning and other technology archival services providers.

Parties to whom we may disclose your personal information are not located outside of Australia.

Information about Events, the Website and Our Services

We may contact you via email, SMS or other means in order to provide you with updated information about the Website, in relation to events or to provide you with other information about our products or services. If you do not wish to receive any such information, please contact us in writing.

The information we keep about you

Our aim is to always have accurate, complete, up-to-date and relevant personal information. If you wish to access, correct or update any personal information we may hold about you, please contact us as set out below.

How to contact us or make a complaint

If you have any questions or concerns about our collection, use or disclosure of personal information, or you believe that we have not complied with this Privacy Policy or the Act, please contact us. The Privacy Officer will investigate the complaint and determine whether a breach has occurred and what action, if any, to take. When contacting us, please provide as much detail as possible in relation to the query, issue or complaint.

We will take any privacy complaint seriously. We will aim to resolve any such complaint in a timely and efficient manner, and our target response time is 30 days. Complaints must be made in writing to:

corporateservices@aamcommercial.com.au

We expect that our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also make a formal complaint with the Office of the Australian Information Commissioner (OAIC).

A handwritten signature in black ink that reads "S Chapman". The signature is stylized and includes a horizontal line at the end.

Stephen Chapman
Managing Director