

We collect your personal information

Your privacy is important to us. To offer, quote, and provide you with this product and our services, we, namely AWP Australia Pty Ltd ABN 52 097 227 177 trading as 'Allianz Global Assistance' as agent for the insurer, Allianz Australia Insurance Limited ABN 15 000 122 850, AFS Licence 234708, collect, store, use, and disclose your personal information including sensitive information. We usually collect it directly from you but sometimes from others such as through our business partners and agents, or from your family members or travelling companions or group leader. We are responsible for ensuring your personal information is used and protected in accordance with applicable laws including the Privacy Act 1988. Personal information we collect includes, for example, your name, address, date of birth, email address, and sometimes your medical information, bank account details (to pay your claim or for refunds), as well as other information we collect through devices like 'cookies' when you visit our website such as your IP address.

Uses and Purposes of collection

We use your personal information to offer, quote, and provide our travel insurance products to you (including renewals). Further, we use it to manage your and our rights and obligations in connection with any such products, including for claims handling. We may also use it for product development, fraud investigations, marketing, customer data analytics, research, IT systems maintenance and development, recovery against third parties, and to liaise where necessary with Government Departments, regulators, and insurance reference bodies.

We do not use sensitive information for marketing purposes nor do we provide sensitive information to any third parties for marketing.

Disclosure to third parties

Your personal information may be disclosed to third parties who assist us to carry out the activities in the paragraph above, such as to claims management providers, travel agents and intermediaries, insurers, investigators, cost containment providers, medical and health service providers, overseas data storage (including 'cloud' storage) and data handling providers, legal and other professional advisers, your agents and broker, your travel group leader if you travel in a group, your employer if you have a corporate travel policy, family members or travelling companions listed on your travel insurance policy, insurance reference bodies in the case of suspicious claims or credit card transactions, and our related and group companies including Allianz. Some of these persons and entities to whom we disclose your personal information may be located in other countries including in Europe, the UK and Ireland, Asia, Canada, the USA, and other countries where Allianz has a presence. We also, where necessary, disclose your personal information to Government Departments and to regulatory bodies.

Promotional material

We may contact you by telephone, normal mail, email, electronic messages such as SMS, and via other means with promotional material and offers of products or services from us, our related companies, as well as offers from our business partners that we consider may be relevant and of interest to you. Where we contact you for promotional purposes, you can withdraw your consent at any time by calling us on 1800 023 767 or email DataPrivacyAU@allianz-assistance.com.au.

Providing us with personal information of others

When, in connection with one of our products, you provide personal information to us about another person or you receive personal information from us about another person (such as when you are the primary policyholder for your family or a group obtaining travel insurance from us), we rely on you to have first obtained the other person's consent for you to provide and receive their personal information, and we rely upon you to make them aware of the matters set out in this Privacy Notice. If you don't have the person's consent, you must inform us. Note, if the person is listed as an insured person on the policy and they contact us for information about the policy, we will provide it to them.

Your right to access

You may also seek access to your personal data and ask us to correct and update it. You may not access or correct personal information of others unless you have been authorised by their express consent, or unless they are your dependants under 16 years of age.

If you have a request for access or a complaint concerning our handling of your personal information, please contact: Privacy Officer, Allianz Partners, PO Box 162, Toowong, QLD 4066, or email DataPrivacyAU@allianz-assistance.com.au.

You can also contact the Privacy Commissioner at the Office of The Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001 if you have a complaint.

For more information about our Allianz Partners Privacy Policy and handling of personal information, including further details about access, correction, and complaints, please visit our website at www.allianz-assistance.com.au and click on the Privacy & Security link in the footer.

If you do not agree with the matters set out in our privacy policy or will not provide us with the personal information we request, we may not be able to provide you with our products or services including the assessment and payment of any claims. In cases where we cannot comply with your request concerning your personal information, we will give you reasons why.

Date prepared

This document was prepared on 21 July, 2021.