Lifebroker Privacy Policy Summary

1. Introduction

We understand that people want the information that they give to organisations to be treated with respect and confidentiality. Protecting your information is an important part of maintaining trust between us and our customers and by handling information in a secure manner we build strong business relationships.

This summary sets out the key points about how Lifebroker handles personal information. We collect, hold, use and disclose personal information to carry out our business functions and provide products and services to you. The obligations contained in the Privacy Act 1988 (Cth), the 13 Australian Privacy Principles and any registered APP Code are those that apply to our practices for handling personal information.

More information can be found in our main privacy policy www.lifebroker.com.au/privacy-policy

2. Collection of personal information

We usually collect personal information (including sensitive information) from you or by a person or entity representing you when we provide our services including when we provide products and services to you.

We may collect personal information (including sensitive information) from third parties or publically available sources to enable us to provide products and services to you.

3. Disclosure of personal information

Where permitted by current privacy legislation we disclose information about you to authorised people, organisation and Government agencies.

Generally we don't disclose sensitive information about you unless you agree, you would reasonably expect us to, or we are permitted by current privacy legislation to disclose that information.

In limited circumstances we disclose personal information overseas where permitted by current privacy legislation. This includes the use of Cloud computing and web traffic information we collect using Google Analytics may also be stored overseas.

4. Assessing and correcting personal information

In most cases when you request access to personal information that we hold about you we will provide you with that information. There are limited exceptions under current privacy legislation where we are not obligated to provide you with that information. It is important that

the information about you is complete and accurate and we take reasonable steps to update your information when we become aware that it is out of date or incorrect.

5. Our complaints process

We have a formal complaints process to deal with any issue that you may have regarding how we have handled your personal information. Generally we respond to complaints within 45 days. If you remain dissatisfied with the outcome of the complaints process, you can get your complaint reviewed by a completely independent complaints handling entity.

6. Our contact details

Our business hours are 9am-8pm Monday to Friday (AEST) and you can contact us using the details below:

Phone: 13 54 33 (International number is +61 3 9285 4500)
Fax: 1300 20 40 30
Email: info@lifebroker.com.au
Address: PO Box 5054, South Melbourne VIC 3205

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