



AMBROSE AUSTRALIA

INTERNATIONAL REPATRIATIONS

DATA COLLECTED

All personal data collected in regard to repatriation services conducted by Ambrose Australia Pty Ltd are compliant to the General Data Protection Regulation 2018.

Data collected by our team only related to obtaining an Official Death Certificate and are not used for any other purposes.

These include:

- Deceased full name,
- gender,
- address,
- date of birth,
- birth location,
- date of death,
- death location,
- date arrived in current location,
- occupation,
- marital status,
- marriage date,
- marriage location,
- partners full name,
- partners maiden name,
- Fathers full name,
- Mothers full name
- Mother's maiden name,
- Next of Kin full name,
- Next of Kin address,
- Next of Kin Phone number.

The personal data that we receive is only for the fulfilment of Repatriation administration purposes. This requirement is a legal requirement for registration of death, Health Departments, Embassy Requirements and hospital or coroner releases.

By consenting to this privacy document, you are giving Ambrose Australia International Repatriations permission to process personal data specially for the purposes identified.

Ambrose Australia International Repatriations requires consent to process personal data and will explain the reasons for this data requirement either to family members or insurance staff.

You may withdraw consent at any time by contacting us directly to update us on new preferences or procedures.

Ambrose Australia International Repatriations retention processes of personal data is as long as the repatriation process is necessary to fulfill your request. We store personal data for 1 month after the repatriation is completed.

DISCLOSURE

Ambrose Australia International Repatriations will not disclose personal data to third parties without obtaining your consent. Once we have received a Letter of Guarantee we can proceed with the repatriation.

The following third parties may receive personal data for the purpose of repatriation or funeral purposes:

Hospitals or Coroners – to gain a release

Funeral Directors – to coordinate administration of repatriation

Airlines & Customs Agents – purpose of flights

Embassy or Consulate staff – administration of Transit Certificates

Embalmers – purpose of embalming and providing Embalming Certificates

Cemetery or Crematoriums – purpose of funeral service

Government Health Departments – for issuing of Health Clearances for repatriation

PERSONAL DATA

Personal data is defined as:

“Any information relating to an identified or identifiable natural person (data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

USE OF DATA

Ambrose Australia International Repatriations will collect the personal data for the provision of services to achieve the requested goal of repatriation of a deceased individual from their current location to the desired home destination provided by family or insurance provider.

In order to provide you this service, we need to collect personal data for the fulfillment of the contract and any related correspondence. We are committed to ensuring the information obtained is for appropriate use for the repatriation process and does not constitute an invasion of any privacy laws in the host country or destination country.

We are required to pass on personal data to third party service providers contracted to Ambrose Australia International Repatriations in the course of the repatriation process. Our third-party providers are obliged to keep the information secure, as per your guidelines.

Once the repatriation is completed, and there is no longer a requirement to keep this data, the Third-Party will dispose of the details of this sensitive personal data.

We will only pass on this personal data, once we have received the Guarantee of payment from your staff, thus commencing the repatriation process.

Please note that in the event of quotation and estimations required before this process, that information must be released to obtain the location of deceased individuals in their current locations. We cannot estimate costs with just a country of origin, and must locate the deceased's exact location to estimate timeframe and costs.

It must also be noted that Ambrose Australia International Repatriations may call on more than one Third Party in the process of the repatriation. For example, when dealing

with Pacific Island locations we may have many partners assist in the process. These could include:

- Hospitals
- Transfer ambulance companies
- Coffin suppliers
- Water vehicle transport
- Furniture or Warehouse suppliers
- Embalmers
- Commercial airlines
- Freight Forwarders
- Funeral Directors
- Consignees

Ambrose Australia International Repatriations takes all responsibility to repatriate to the destination country. We can advise regarding consignees that can transfer to the host funeral home, but this is usually a decision that the family makes. We cannot be responsible for the terms of our agreement with these consignee and funeral homes as they are not involved in our terms of agreement with the repatriation. Please note that these individuals would receive all documents at the airport destination.

YOUR COMPANY DATA

Ambrose Australia International Repatriations will collect and store your company data for the purpose of our ongoing working relationship in terms of repatriation services. Ambrose Australia International Repatriations is required to retain information in accordance with the law, such as for tax and audit purposes. Specific information will be kept for business requirements only, and this may include additional periods depending on individual business needs.

Ambrose Australia International Repatriations is an Australian, family owned and operated company that specialises in global repatriation solutions and is available 24-hours, 7-days-a-week, 365-days-a-year to cater for all global time zones.

Email : repats@ambroseaustralia.com

For urgent matters call Mark Mills on +61 459 300 316.