

Privacy Policy

VERSION 1.2, FEBRUARY 2025

Our Commitment

1688 Underwriting Pty Ltd (1688, Us, Our, We) is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This Privacy Policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of privacy laws and how you can access the personal information we hold and how to have that information corrected.

What information do we collect and how do we use it?

We will collect personal information only for the purpose of providing and administering our products and services. This can include a broad range of information ranging from your name, address, contact details and age, to other information about your personal affairs including your assets, personal belongings, financial situation, health and wellbeing.

To enable us to provide our products and services, we collect the information needed by ourselves to ensure appropriate advice to you and information required by product suppliers. We will usually provide some or all of this information to our product suppliers. We may transfer your personal information overseas when it is necessary to provide our product or service.

When you make a claim under your insurance policy, we assist you by collecting information about your claim. Sometimes we also need to collect information about you from others. We may provide this information to a person or organisation contracted by 1688 to assess, evaluate or manage claims under your insurance policy, including Underwriters', loss adjusters and lawyers.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the products and services we provide. We always give you the option of electing not to receive these communications in the future. You can unsubscribe by notifying us and we will no longer send this information to you.

What if you don't provide some information to us?

We can only apply for and arrange financial services products if we have all relevant information. The insurance laws also require you to provide your insurers with the information they need in order to be able to decide whether to insure you and on what terms. You have a duty to disclose the information which is relevant to the insurer's decision to insure you.

When do we disclose your information overseas?

In certain situations, it is likely that some or all of the personal information you provide to us may be disclosed to businesses that operate overseas. This would only occur where the product provider/intermediary is based overseas, for example, Lloyds's of London syndicates, agents or brokers and other overseas-based insurers and intermediaries or in situations where we use "cloud computing" services situated outside Australia.

In all such cases we commit to making reasonable enquiries to ensure these organisations comply with their local privacy legislation where such legislation is comparable to the Australian legislation and to comply with the key components of Australian privacy legislation in cases where their local legislation is considered inadequate or non-existent.

How do we hold and protect your information?

We strive to maintain the reliability, accuracy, completeness, and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you in your client file, which is electronically imaged and stored.

We ensure that your information is safe by protecting it from unauthorised access, modification, and disclosure. We maintain physical security over our paper and electronic data and premises, by using locks and security systems. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems where your information is stored.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others.

We may disclose information to:

- An agent authorised by 1688 to collect or assess information relating to the relevant product or service.
- A broker or other persons authorised by you.
- Underwriters or reinsurers of the relevant product or service.
- A person or organisation contracted by 1688 to assess, evaluate or manage claims made under your policy.
- An organisation contacting 1688 with your consent to obtain past policy or claims information about you.
- Commonwealth or state/territory government authorities, and courts, tribunals or other dispute resolution bodies.
- Contractors who supply services to us, e.g. to handle mailings on our behalf or external data storage providers.
- Other companies in the event of a corporate sale, merger, re-organisation, dissolution, or similar event.
- Providers of our policy administration systems.
- However, we will take reasonable measures to ensure that they protect your information as required under the Privacy Act.

We may provide your information to others if we are required to do so by law, you consent to the disclosure or under some unusual other circumstances which the Privacy Act permits.

How can you check, update or change the information we are holding?

Upon receipt of your written request and sufficient information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend, or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information, please write to our Privacy Officer at Compliance@1688underwriting.com

We do not charge for receiving a request for access to personal information or for complying with a correction request. Where the information requested is not a straightforward issue and will involve a considerable amount of time then a charge will need to be confirmed for responding to the request for the information.

In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

If you have concerns about whether we have complied with the Privacy Act or this Privacy Policy when collecting or handling your personal information, please write to our Privacy Officer at Compliance@1688underwriting.com

Your complaint will be considered by us through our Internal Complaints Resolution Process. We will acknowledge your complaint within 24 hours, and we will respond with a decision within 30 days of you making the complaint. If we need to investigate your complaint and require further time, we will work with you to agree to an appropriate timeframe to investigate. We will provide you with information concerning referring your complaint to the Australian Information Commissioner (Oaic) if we cannot resolve your complaint.

Your consent

By asking us to assist with your insurance needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

Website information and content

The information provided on this website does not cover all aspects of the law on the relevant subject matter. Professional advice should be sought before any action is taken based upon the matters described and discussed on this site.

To the extent permitted by law, we make no representations about the suitability of the content of this site for any purpose. All content is provided without any warranty of any kind. We disclaim all warranties and conditions with regard to the content, including but not limited to all implied warranties and conditions of fitness for a particular purpose, title and non-infringement.

We will not be liable for any damages or injury caused by, including but not limited to, any failure of performance, error, omission, interruption, defect, delay in operation of transmission, computer virus, or line failure. To the extent permitted by law we will not be liable for any damage or injury, including but not limited to, special or consequential damages that result from the use of, or the inability to use, the materials in this site.

We believe the content of this site to be accurate, complete and current, however there are no warranties as to the accuracy, completeness or currency of the content. It is your responsibility to verify any information before relying on it. The content of this site may include technical inaccuracies or typographical errors.

We reserve the right to modify the content of this site from time to time.

Anonymous data: We use technology to collect anonymous information about the use of our website, for example when you browse our website our service provider logs your server address, the date and time of your visit, the pages and links accessed, and the type of browser used. It does not identify you personally and we only use this information for statistical purposes and to improve the content and functionality of our website, to better understand our clients and markets and to improve our services.

Cookies: In order to collect this anonymous data, we may use "cookies". Cookies are small pieces of information which are sent to your browser and stored on your computer's hard drive. Sometimes they identify users where the website requires information to be retained from one page to the next. This is purely to increase the functionality of the site. Cookies by themselves cannot be used to discover the identity of the user. Cookies do not damage your computer and you can set your browser to notify you when you receive a cookie so that you can decide if you want to accept it. Once you leave the site, the cookie is destroyed and no personal or other information about you is stored.

We also use your information to send you requested product information and promotional material and to enable us to manage your ongoing requirements, e.g., renewals, and our relationship with you, e.g., invoicing, client surveys etc.

We may occasionally notify you direct marketing about new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post on insurance matters. If you would rather not receive this information or do not wish to receive it electronically, email or write to us.

We may use your information internally to help us improve our services and help resolve any problems.

Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact our Privacy Officer by email Compliance@1688underwriting.com