

Privacy Policy

We are covered by the Federal Privacy Act and its National Privacy Principles (NPPs), which set out standards for the collection, use, disclosure and handling of personal information.

We collect personal information to be able to provide our various services. These include, insurance broking, claims management, risk management consulting, other forms of insurance services (including risk insurance), employee benefits.

We also use it to help develop and identify products and services that may interest clients, conduct market or customer satisfaction research, develop, establish and administer alliances and other arrangements with other organisations in relation to the promotion, administration and use of our respective products and services. For more information on our services please contact us.

How we use and disclose personal information

We do not use or disclose personal information for any purpose that is unrelated to our services and that you would not reasonably expect (except with your consent).

We have a duty to maintain the confidentiality of our clients' affairs, including personal information.

Our duty of confidentiality applies except where disclosure of your personal information is with your consent or compelled by law.

We usually disclose personal information to third parties who assist us or are involved in the provision of our services.

For example: in arranging and managing your insurance needs we may provide information to insurers, reinsurers, our advisers such as loss adjusters, lawyers and accountants and others involved in the claims handling process.

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use or disclose it.

If the required personal information is not provided, we or any involved third parties may not be able to provide appropriate services.

Security of your personal information

We endeavour to protect any personal information that we hold from misuse and loss, and to protect it from unauthorised access, modification and disclosure.

Opting out

If we send you information about our services or products, or you do not want us to disclose your personal information to any other organisation (including related bodies corporate) you can opt out by contacting our office on the numbers listed below.

How to contact us

If you wish to gain access to your personal information, or you want us to correct or update it, or you have a complaint about a breach of your privacy, or any other query to our Privacy Policy, contact our Privacy Officer during business hours on:

Telephone: (02) 6262 6115
Civic Insurance Brokers
GPO Box 420
Canberra, ACT, 2601
Fax: (02) 6262 6106