

Privacy Policy

Our commitment to privacy

We are committed to ensuring your privacy in accordance with the Privacy Act 1988 (the Act). This document outlines how we will collect, use, store, and disclose your personal information in accordance with the Act. If you believe we have not acted in accordance with this policy or the Privacy Act you may make a complaint through our complaints handling procedure. For further details on accessing our complaints process please visit Blue Dog's website at www.bluedoginsurance.com.au or contact us on 1300 2583 363.

How do we collect your personal information?

Generally we collect information by telephone or through the internet. We may also collect information in person, in writing or via email. If you do not provide us with the information required, we may not be able to provide you with the product or service you want.

How do we store your personal information?

We store all personal information by a combination of physical and electronic storage methods. We take reasonable steps to ensure that the security of all information is adequate to protect it against loss, unauthorised access, destruction, modification, or false disclosure.

How do we use your personal information?

Generally we will use personal information only for the primary purpose for which it was collected, or for a purpose which is related to the primary purpose. The personal information you provide to us may, regardless of the means by which it is collected, be used to:

- provide to you our insurance services;
- provide to you information which you have requested;
- notify you of other Blue Dog services or promotions from time to time; and
- manage our relationship with you.

Do we disclose your personal information to other parties?

All information that you provide to us may be disclosed to your insurer, Calliden Insurance Limited (Calliden) (ABN 47 004 125 268, AFSL 234438). We or Calliden may disclose your information to external parties in order to undertake our insurance services. The service providers that we or Calliden may disclose your information to include the following:

- Claims management and other service providers;
- Claims adjusters, loss assessors, and other claims investigators authorised by us;
- Lawyers;
- Calliden's reinsurers and reinsurance brokers; and
- The Financial Ombudsman Service or other alternative dispute resolution schemes.

We may disclose your information to any government organisation or other organisation as required under law. We may also disclose information to any other party where consent is obtained from you prior to the notification.

Will we use your personal information for direct marketing purposes?

We may undertake direct marketing towards existing customers. If you would prefer not to receive these communications you may inform us or your broker/agent. All electronic communications contain an unsubscribe function. We will not sell or otherwise disclose your information to any external party for their direct marketing activities. We also do not purchase contacts from any external parties for the purposes of our own direct marketing activities.

Access and Correction

You have the right to access any information we hold about you, although there are some exceptions to this. If you wish to make a request please contact us on the details provided. Where you discover in our information, you may make a request for us to correct the error and we will endeavour to act on this request as soon as possible.

How can you contact us?

- Phone – 1300 BLUE DOG (1300 2583 364)
- Fax – 02 6051 2624
- Email – info@bluedoginsurance.com.au
- Mail – Blue Dog Insurance, Level 1, 467 Kiewa St, Albury NSW 2640