

RACT Group Privacy Statement

The Royal Automobile Club of Tasmania Limited, RACT Insurance Pty Ltd, RACT Travel Pty Ltd, RACT Destinations Pty Ltd, companies owned and controlled by those listed companies, their subsidiaries and associated entities (collectively “Group” or “we”) have a Group Privacy Policy as well as this Statement, which outlines in greater detail how we collect, store, use, amend and disclose your personal information.

Our contact details

We may be contacted in any of the following ways,

- By telephoning 13 2722
- By writing to us at GPO BOX 1292, Hobart, TAS 7001
- By visiting us at any branch
- Via our website www.ract.com.au

Our Group Privacy Policy

Our Group Privacy Policy contains further information about how you can access and correct your personal information, how we may change it at the request of you, your authorised representatives or (in some cases) family members, how you may raise concerns or complaints, and when we may collect information from third parties about you. The Policy can be accessed as follows:

- <http://www.ract.com.au/privacy>; or
- by calling 13 2722; or
- by visiting any branch.

Collection, use and disclosure of personal or sensitive information

Personal information collected and held by us generally includes your name, date of birth, gender, address and contact details. In some instances, with your prior consent or otherwise as permitted by law, we also collect sensitive information, such as about your health, criminal history or tax file number.

We may use and disclose personal information we collect about you so we can:

- set up and administer products or services supplied by the RACT Group, joint venture partners or service providers we contract;
- identify you, determine your requirements and provide the appropriate product or service to you;
- assess claims under one or more of our products;
- assess your needs; and
- improve our products or services.

We may be unable to provide you with our products or services without your personal information.

How we collect personal information

Where possible, we collect or amend your personal information at your direct request. This may take place in a number of ways including in writing, by telephone, via the internet, including websites and social media and/or in person to person contact. At the point of collection we will provide a collection notice to you, or refer you to this statement.

We may also collect or amend your personal information at the request of your authorised representative or (in some cases) family members. In those cases, we will check the identity and authority of that person by asking them questions or by requiring them to provide your written authorisation, as appropriate.

We may collect personal information from you about someone else. For example where you provide personal information about another person (including a family member or household member) in relation to a product in joint names. When this occurs we rely on you providing the correct information and ensuring you have the consent of that person to provide that information.



Overseas Disclosure

We may disclose personal information to overseas third party organisations who provide us re-insurance, arrange or administer travel services you have requested or other services or activities we need to conduct our businesses. In these cases, we make sure that overseas recipients are bound by requirements similar to the Australian Privacy Principles or whose processes align with our Group Privacy Policy in the work they do for us.

Security of personal information

Protecting and updating your personal information is a key part of our normal operations. We will take all reasonable precautions to safeguard your personal information from loss, misuse, unauthorized access, modification or disclosure.