

# PRIVACY POLICY

AUGUST 2026

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## About the Specialist Risk Group Australia Privacy Policy

Specialist Risk Group Australia Pty Ltd respects your privacy and is committed to protecting the personal information of its clients. We are bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles, along with any other applicable privacy laws and codes, when collecting, using, disclosing, holding, handling and transferring any personal information.

Where practical and legally permissible to do so, you have the option of providing information to us and dealing with us anonymously or by using a pseudonym. At Specialist Risk Group Australia, we have ongoing practices, procedures and systems in place to ensure that we manage personal information in an open and transparent way.

## How and why Specialist Risk Group Australia collect personal information

In this Privacy Policy, 'we', 'us' and 'our' means Specialist Risk Group Australia Pty Ltd ABN 91 689 637 965 and the group of companies directly related to the foregoing. We collect, store, use and disclose your personal information (including sensitive information) in accordance with applicable Privacy Laws.

### Local Regulatory and Licensing Requirements

- Personal information includes information or an opinion about an identified or reasonably identifiable living individual, such as name, contact details and bank account details.
- Sensitive information is a subset including criminal history, health information, or racial/ethnic origin. We will not process sensitive information without your express consent.
- We collect information if you visit our website, provide details in relation to insurance, or otherwise interact with us.
- This generally includes your name, contact information (telephone numbers and email addresses), and information relating to your business operations.
- If we act in a broking capacity, we may collect details of previous insurances and sensitive information required to provide those services.

### How we collect your personal information

- Directly: via our website, telephone, in writing, or email.
- Indirectly: from third parties such as your employer, referral partners, referees, insurers, or publicly available sources.
- Automatically: via cookies when you visit our website.

### Our purposes for collecting, holding and using your personal information

We collect and hold your personal information for purposes including:

- Providing requested information, products, or services.
- Determining eligibility and processing applications.
- Understanding and assessing your ongoing needs.
- Client communication, service, billing, and administration.
- Administering claims and conducting data analysis.
- Marketing products and services.

## Disclosure and Transfer of personal information

We will disclose your personal information to:

- Related companies or third parties who help manage our business (IT suppliers, lawyers, accountants).
- Insurers, reinsurers, and insurance reference bureaus.
- Courts, law enforcement, and regulators to comply with applicable laws.

**Overseas Transfer:** We may disclose your personal data to overseas recipients (such as the United Kingdom, Singapore, the Philippines and other countries where our service providers operate) for processing on our behalf. We take reasonable steps to ensure overseas recipients do not breach applicable Privacy Laws by only sending what is necessary, requiring recipients to protect your information through contractual agreements which require the recipient to comply with the privacy standards in applicable law or through other mechanisms that provide comparable safeguards, and by monitoring how recipients handle your information.

## Accuracy, access and correction

We take reasonable steps to ensure your information is accurate, complete, and current.

- Access: You can request access to your personal information by contacting us.
- Correction: Please contact us as soon as possible if your details change or if you believe the information we hold is inaccurate.
- EU/UK Residents: You have additional rights, including the right to erasure, restriction of processing, data portability, and the right to object.

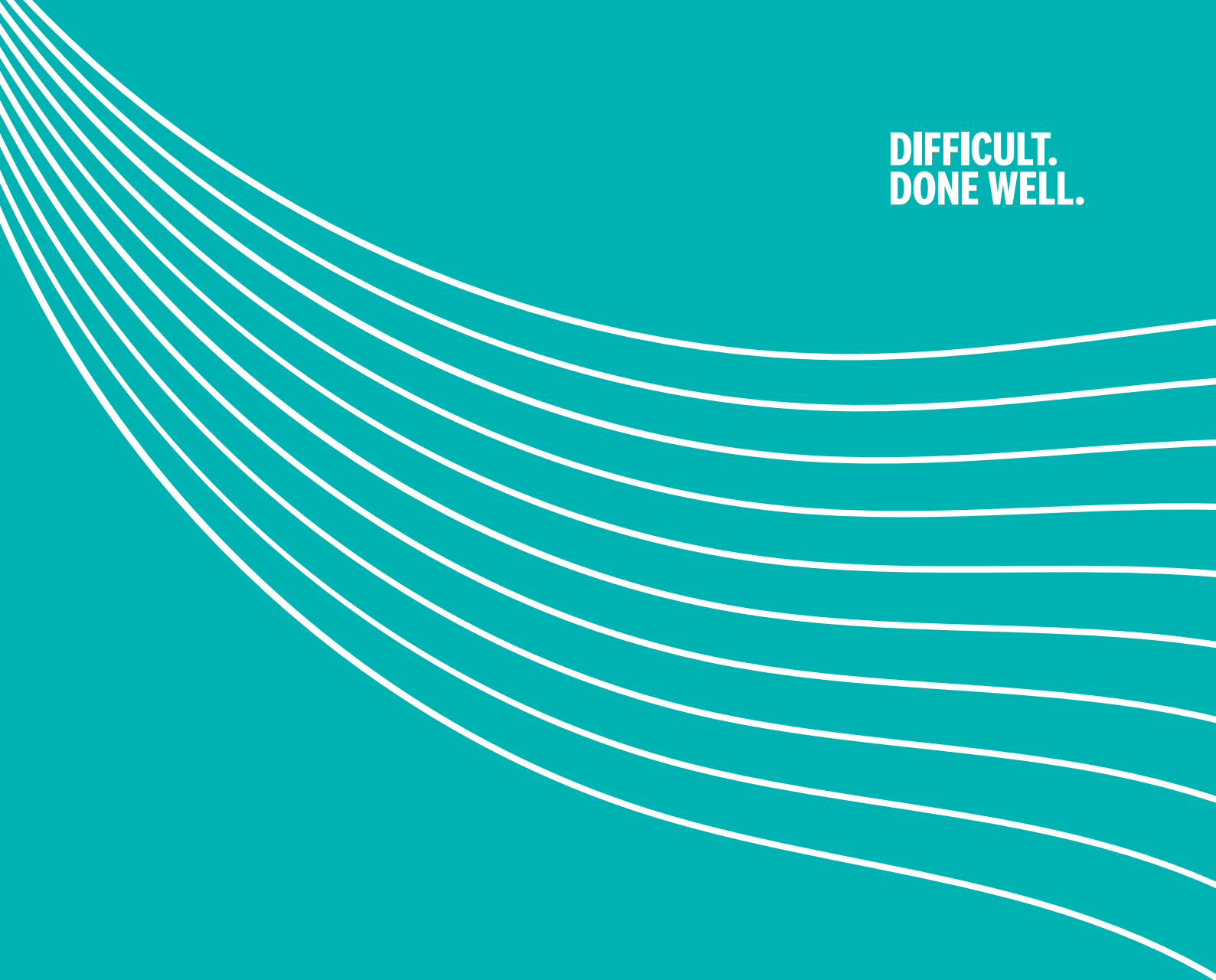
## Security, Cookies and Marketing

- Security: We maintain physical and digital security measures, such as firewalls, user identifiers, and passwords, to protect your data.
- Cookies: We use cookies to provide functionality and analyse site usage. You can disable these in your browser settings.
- Marketing: We may use your data for direct marketing of insurance products we believe interest you. You can opt out at any time via the links in our communications or by contacting us.

## How to make a complaint

If you wish to make a complaint about a breach of this Privacy Policy, contact our Privacy Officer.

- We will investigate and determine the steps to resolve your complaint.
- We aim to resolve complaints within 30 working days.
- If unsatisfied, you may contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).



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## **CONTACT US**

### **The Privacy Officer**

**Specialist Risk Group Australia Pty Ltd**  
**Address: L1, 55 Collins Street, Melbourne, VIC, 3000**  
**Telephone: 1300 293 013**  
**Email: [contact@au.specialistrisk.com](mailto:contact@au.specialistrisk.com)**

**Specialist Risk Group Australia Pty Ltd | ABN 91 689 637 965 | AFSL 700145**