



SOLVD GROUP (AUSTRALIA) PTY LTD – PRIVACY COLLECTION NOTICE

This Privacy Collection Notice describes how Solvd Group (Australia) Pty Ltd ABN 99060156890 (**we, us or our**) collect and handle your personal information when you submit a request for us to lodge, process, investigate and manage your insurance claims.

This notice will describe how we collect, the reasons we collect, who we share information with and how to access our Privacy Policy.

We collect personal information from you and/or from third parties, can include:

- Name, address, gender, date of birth, contact details (including mobile number and email addresses);
- Circumstances of the claim and this may include sensitive information if relevant to the claim;
- third parties that are involved in the insurance claim (including third party insurance companies, the claimant, policy holders, witnesses, emergency service providers, medical professionals, credit reference agencies and fraud prevention agencies);
- third party identity verification service providers;
- maintaining your information is accurate, up to date and complete; and
- any other party that you have authorised to deal with us or that you have consented to them providing your information to us (including brokers, legal representatives and power of attorneys),

We will use your personal information to validate you have an active insurance policy so that we can provide our insurance claim management services to you, and for related purposes set out in our Privacy Policy, available on our website .

We may disclose this personal information to third parties, including:

- third party insurance companies in order to investigate the claim;
- our third-party service partners in order to provide you additional services to you where requested, including lawyers, repairers, contractors, claim investigators and recovery agents;
- our related entities and any third parties engaged by us and acting on our behalf;
- any other third parties as required or permitted by law, such as where we receive a subpoena, and as otherwise set out in our Privacy Policy (linked above).

While we store personal information in Australia, where we disclose your personal information to the third parties listed above, these third parties may store, transfer or access personal information outside of Australia, including but not limited to, Malaysia and New Zealand.

If you do not provide your personal information to us, it may affect our ability to provide our Services to you and your use of our Services, including to properly lodge or manage any of your insurance claims.

Please see our Privacy Policy (linked above) for more information about how we collect, store, use and disclose your personal information, including details about overseas disclosure, access, correction, how you can make a privacy-related complaint and our complaint-handling process.

If you have questions about our privacy practices or request for access to your personal information, please contact:

Email: au.riskandcompliance@innovation.group

or by phone on 1300 742 366 or by post at:



solvd

Solvd Group Australia

PO Box 292 Collins Street West,
Melbourne Vic 8007 Australia.

By providing your personal information to us, you agree to the collection, use, storage and disclosure of that information as described in this privacy collection notice.



