

Privacy Policy

WestAssurance Pty Ltd ABN: 26 699 068 892 is a *Corporate Authorised Representative* (CAR 1322153) of *Sirius Insurance Pty Ltd ABN 60 606 142 027, AFSL 550946*.

Overview

This Privacy Policy describes how WestAssurance ("we", "us", "our") collects, holds, uses and discloses personal information, consistent with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. It is also notification of the matters required to be notified under the Australian Privacy Principles.

We review this Policy regularly and may update it to reflect legislative changes or changes to our practices.

As an insurance broker, we collect, hold, use and disclose personal information to carry out our business. We are committed to protecting the privacy of the personal information we collect and receive.

Collection of Personal Information

The kind of information we collect depends on the products or services you use, and may include:

- Name
- Gender
- Date of birth
- Contact details (postal address, email address, telephone numbers)
- Financial information

We generally collect personal information directly from you, including through paper and electronic forms you complete and information you provide when obtaining a quote or arranging insurance. If you do not provide this information, we may not be able to provide you with our services.

We may also collect personal information when you communicate with us through social networking services such as Facebook and LinkedIn. Those services will handle your personal information under their own privacy policies.

Use and Disclosure of Information

We will not use your personal information for a purpose you would not reasonably expect. If we need to use it for a different purpose, we will seek your consent.

We do not generally disclose personal information to parties outside our business, other than for a purpose directly related to our activities as an insurance broker and the provision or improvement of our services.

To deliver our services, we may disclose personal information to:

- our agents, contractors and third-party service providers (which may include administrative, telecommunications, IT, customer relationship management (CRM), cloud storage and software providers), who are required under contract to keep personal information confidential and secure;
- insurance underwriters, Lloyd's of London managing agents and coverholders, managing general agents (MGAs) and other insurance markets, including those located overseas, as part of arranging and managing your insurance (see Overseas Disclosure below); and

- Sirius Insurance Pty Ltd, our authorising AFS licensee, where relevant to the services we provide as its Corporate Authorised Representative and our compliance obligations.

We do not sell or provide personal information to external organisations for commercial purposes.

Your personal information may also be disclosed where you have agreed, or where it is required or authorised under an Australian law, or a court or tribunal order.

At events, we may photograph clients and use these images to advertise our services or for our social media accounts. Please let us know if you do not want us to use your image this way.

Security

We maintain reasonable security procedures to prevent misuse, interference, loss, and unauthorised access, modification or disclosure of your personal information.

Your information may be held on our own systems and/or the systems of our contracted service providers (which may include cloud-based CRM, storage or software platforms). It may only be accessed by our authorised personnel and contractors who require it for the purposes described in this Policy.

If you cease to be our client, we retain your information in case our services are required again, or as authorised or required by law. Information collected from prospective clients who do not proceed with our services will be destroyed within 7 years of collection.

Website Policy

We cannot guarantee the security of information transmitted over the internet, and you send personal information to us at your own risk. Once we receive it, we take reasonable steps to keep it secure.

Employee Records

We are generally exempt from the Privacy Act 1988 in relation to employee records. Nonetheless, our policy is to protect the personal information of our employees consistently with our other personal information practices.

Links to Other Websites

Our website may contain links to other websites. This Policy does not apply to those websites, and we encourage you to read the privacy policy of any website you visit.

Access to Information

We rely on the accuracy of the personal information you provide us to deliver our services. Please notify us promptly of any changes to your personal information.

You can request access to, or correction of, personal information we hold about you. We will give you access, and take reasonable steps to correct information we consider incorrect, unless a law requires us not to. If we refuse a request for access or correction, we will notify you in writing with our reasons.

Use of Artificial Intelligence

We (and/or our service providers) may use artificial intelligence (AI) tools to support our work — for example, drafting correspondence, summarising documents, or preparing quotes or policy comparisons, which may from time to time include AI-powered chat or voice tools.

Personal information processed by AI tools is handled consistently with this Policy, including the Overseas Disclosure section below where relevant. We take reasonable steps to ensure any third-

party AI tools we use meet appropriate standards of security and confidentiality, and we do not use AI tools to make automated decisions about your insurance cover, claims or pricing without human review.

Cookies, Advertising and Analytics

If we use analytics or advertising tools on our website (such as Google Analytics, Google Ads Conversion Tracking, or Meta/Facebook Pixel), these tools may use cookies to analyse user behaviour and measure advertising effectiveness. The data collected typically includes interactions with advertisements and general usage statistics, without identifying individual users. By using our website, you consent to this processing as described in this Policy. For more detail, see the relevant platform's own privacy policy.

SMS Communications

If you opt in to receive SMS messages from us (such as appointment reminders or updates), standard message and data rates from your carrier may apply, and message frequency will vary based on your interaction with us. You can opt out at any time by replying "STOP" to any SMS. This Policy applies to how we handle personal information collected through SMS communications.

Overseas Disclosure

We may disclose your personal information to recipients located outside Australia, including:

- insurance underwriters, Lloyd's of London managing agents and coverholders, MGAs and other insurance markets located in the United Kingdom, the European Union and potentially other jurisdictions, where necessary to place, manage or administer your insurance;
- providers of software platforms we use to run our business (including website hosting, CRM and other IT systems), which may store or process personal information on servers located outside Australia; and
- providers of AI-powered tools that support our services, where these providers store or process data outside Australia.

It is not always practicable for us to specify every country involved, as this depends on the particular service providers we use from time to time. Before disclosing your information to an overseas recipient, we take reasonable steps to ensure the recipient does not breach the Australian Privacy Principles in relation to your information, including through contractual protections where appropriate, or because the disclosure is necessary to provide the insurance services you have requested. Contact our Privacy Officer for more information about a specific overseas recipient.

Exercising Your Other Rights

In addition to the right to access and correct your personal information described above, you have the right to:

- opt out of direct marketing and profiling for marketing purposes; and
- make a complaint about how we handle your personal information (see below).

To exercise any of these rights, please contact our Privacy Officer.

To Contact Our Privacy Officer

If you have an enquiry or complaint about how we handle your personal information, or wish to exercise your privacy rights, you may contact our Privacy Officer as follows:

Name: Viktor Vukovic

Phone: 07 3667 8230



Email: admin@siriusinsurance.com.au

Changes to this Policy

We may amend this Privacy Policy from time to time. The current version will be posted on our website, and a copy may be obtained free of charge by contacting our Privacy Officer.

WestAssurance Pty Ltd ABN: 26 699 068 892 *is a Corporate Authorised Representative (CAR 1322153) of Sirius Insurance Pty Ltd ABN 60 606 142 027, AFSL 550946.*

Address: PO Box 556, Busselton WA 6280

Phone: 08 6022 5665

Email: hello@westassurance.com.au

Website: westassurance.com.au