

PRIVACY POLICY

THIS PRIVACY POLICY
APPLIES FROM
25th June 2026



This privacy policy sets out how AUZi Pty Ltd (ACN 131 562 000 AFSL 344231) uses, discloses and protects any personal information that you provide or that we collect, when you use this website or that we collect directly from you via email or telephone.

It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected.

We are committed to ensuring that your personal information is protected. If we ask you to provide certain information by which you can be identified when using this website, it will only be used in accordance with this privacy policy and the Australian Privacy Principles.

We may change this policy from time to time by updating this page. You should check this page regularly to ensure that you are at all times aware of the current policy. This policy is effective from 25th June 2026.

If you do not wish to provide personal information to us, then you do not have to do so, however it may affect your ability to use this website or obtain quote or access to any products and services offered on it. Further, under the insurance laws you have a duty to disclose the information which is relevant to any decision to insure you and on what terms.



Collection of personal information

We may ask you to provide the following information:

name; job title; contact information, including email address; demographic information such as address, postcode, preferences and interests; and other information relevant to customer surveys and/or promotions.

We do not collect sensitive information about visitors to our website. We collect and hold your personal information for the primary purpose of providing and administering our insurance products and services to you. We provide the information that the insurers that we deal with require to enable them to insure you and on what terms.

As with most online businesses, we may log information about your access and use of our Site, including through the use of Internet cookies, your communications with our Site, the type of browser you are using, the type of operating system you are using and the domain name of your Internet service provider.

We may contact you to voluntarily respond to questionnaires, surveys or market research to seek your opinion and feedback. Providing this information is optional to you and you can unsubscribe by notifying us and we will no longer send this information to you. If we receive your personal information from third parties, we will protect it as set out in this Policy.

Use of personal information

We collect and use the personal information for purposes including: to better understand your needs, enabling us to improve our products and services; for internal record keeping; to circulate promotional emails about new products, special offers or other information which we think you may find interesting; direct marketing; to contact you (by telephone, email or mail) for market research purposes; and to customise the website according to your interests.

Disclosure of personal information

We may disclose personal information: for the purpose of providing services to customers; to credit reporting agencies and courts, tribunals, regulatory authorities where customers fail to pay for goods or services provided by us to them; to courts, tribunals, regulatory authorities, and law enforcement officers as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights; and to third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you.

This may include parties located outside of Australia and if this is likely to happen, we inform you of where the party is located, if it is possible to do so. In the unlikely instance that the party is not regulated by laws that protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to that party.

We are a Lloyds Coverholder and as such, when providing you our insurance products via our Lloyds binder arrangement, your personal information will be provided to our Lloyds syndicate in the United Kingdom who are subject to the United Kingdom General Data Protection Regulations (UK GRDP)

The insurers we utilised may, in turn, pass on this information to their reinsurers, who can be located throughout the world. We do not make this disclosure; this is made by the insurer (if necessary) for the placement of their reinsurance program.

What we expect of you and third parties we deal with

When you provide us with personal information about other individuals, we rely on you to have made them aware that you will or may provide their information to us, the purposes we use it for, the types of third parties we disclose it to and how they can access it (as described in this document). If you have not done this, you must tell us. Where we disclose your personal information to third parties for these purposes, the third party will be obligated to use that personal information in accordance with this Privacy Policy.

If there is a change of control of our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser. We would seek to only disclose information in good faith and where we have sought to maintain confidentiality.

Controlling your personal information

We strive to maintain the reliability, accuracy, completeness, and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

You may choose to restrict the collection or use of your personal information in the following ways: whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used for direct marketing purposes; and if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at mail@AUZi.com. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information that we hold about you, in certain circumstances set out in the Privacy Act 1988 (Cth).

We do not usually charge for receiving a request for access to personal information however where the information requested is not a straight forward issue and will involve a considerable amount of time then an administrative fee may be payable for the provision of information.

If you would like a copy of the information which we hold about you please write to the Privacy Officer at Suite 211, 3 Sir John Overall Drive, Helensvale QLD 4212 or email us at mail@AUZi.com. Upon receipt of your written request and sufficient information to allow us to identify the information, we will respond within a reasonable time. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act, however we will advise you as soon as possible if this is the case and the reasons for our refusal. If you believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email the Privacy Officer at mail@AUZi.com. We will respond to any request within a reasonable time and will endeavour to promptly correct any personal information found to be incorrect so that the personal information is accurate, up to date, complete, relevant and not misleading.

Complaints

If you believe that we have breached the Australian Privacy Principles or this Privacy Policy when collecting or handling your information and wish to make a complaint then please email our Privacy Officer at mail@auzi.com setting out details of the breach.

We will promptly acknowledge and investigate your complaint, and we will provide a response to your complaint within 30 days of receiving your complaint. Our response will include any relevant steps we will take to deal with your complaint and if we cannot resolve the complaint, we will provide you with information concerning referring your complaint to the Office of Australian Information Commissioner (OAIC).

Storage and Security

We are committed to ensuring that the information you provide is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure. We only use storage provider servers located in Australia who are also regulated by the Privacy Act.

No information transmitted over the Internet can be guaranteed to be secure. We cannot guarantee the security of any information that you transmit to us, or receive from us. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Cookies & Web Beacons

We may use cookies on this Site from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your e-mail address or other personally identifiable information. However, once you choose to furnish the Site with personally identifiable information, this information may be linked to the data stored in the cookie. We may use web beacons on this Site from time to time. Web beacons or clear .gifs are small pieces of code placed on a web page to monitor the behaviour and collect data about the visitors viewing a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page. Our website also allows visitors to submit information via Self-Service forms (e.g. Contact requests). The information submitted via the Forms is not encrypted and is sent to our offices via EMAIL and is also stored on a database which is accessible by AUZi staff only.

Links to other websites

Our website may contain links to other websites of interest. We do not have any control over those websites. We are not responsible for or liable for the protection and privacy of any information which you provide whilst visiting such websites, and such websites are not governed by this Privacy Policy.



Amendments to this policy

This policy may be amended from time to time. Your continued use of our website and our client portal following any such amendments will be deemed to be confirmation that you accept those amendments.

Problems or questions

If we become aware of any ongoing concerns or problems with our websites, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us.

For more information about privacy issues in Australia and protecting your privacy, visit the Office of the Australian Information Commissioner website: www.oaic.gov.au

