



PRIVACY POLICY

***Health Services International understand that privacy is important to you.
This policy describes who we are and how we handle your personal information.***

WHAT IS THIS STATEMENT ABOUT?

Your right to privacy is important to us. This document explains the types of personal information that we keep on record and how we may use this information. It also provides some detail about your privacy rights together with our general rights and obligations.

On 21st December, 2001 new privacy laws were commenced.

WHAT INFORMATION DOES HEALTH SERVICES INTERNATIONAL HOLD?

Our records include information that identifies you (eg. your name and address) and other information supplied by you and people nominated by you during the course of your relationship with us.

For all customers/employees/clients we keep records of all transactions, courses, etc.

During the course of our relationship with you we may gather information about you relating to other products and services that we or other business associates provided to you. This information is used to help us form views about how we can improve our relationship with you.

Products and services;

- Assess, process and investigate claims made under any insurance products you obtain through us; and
- Ensure our internal business operations are running smoothly which may include fulfilling legal requirements and conducting confidential systems maintenance and testing.
- Effectively manage and administer all products and services we provide to you (including keeping records required under superannuation laws and the Corporations Act);

OUR RIGHT TO DISCLOSE PERSONAL INFORMATION

Depending on the product or service that we provide to you, if it is necessary, we may disclose your personal information to:

- Our external service providers (which may be located overseas) that provide services to us. This is on a confidential basis and includes organisations which provide us with advisory and administration services, such as Consultative Experts, Medical Suppliers
- Anyone acting on your behalf, including your solicitor, accountant, financial adviser, unless you tell us not to;
- Anyone who provides you with insurance that you may need to make a claim
- Anyone who holds amounts on your behalf which will be transferred or paid to us;
- Any party acquiring an interest in any business; and
- Where the law requires or permits us to do so or if you provide your consent for us to do so.

YOUR AUTHORITY

By continuing your business association with us, you consent to Health Services International maintaining, using and disclosing your personal information in the manner set out in this privacy statement.

WHAT ARE YOUR RIGHTS

You can request access to the personal information that we keep on record. If you believe that any information is incorrect or out of date, you may, of course, ask us to correct it. There is no fee for requesting access to your information. However we may charge you the reasonable cost of processing your request.

COMPLAINT

if you consider that your privacy has been breached, please complain to our Privacy Officer at P.O. Box 3522, TUGGERAH NSW 2259. If you consider that we have not resolved the issue you may refer the matter to the Privacy Commissioner's Office.

SALE OF BUSINESS

If at some time in the future, we sell all or part of our business, we will need to disclose your personal information to the buyer so that the buyer can continue to provide services to you.

WHAT YOU HAVE TO DO

Nothing. You can be assured that we will continue to respect and value the information you share with us and to comply with all privacy legislation.

Should you require more information on our Privacy Policy Statement, write to:

The Privacy Officer,
Health Services International Pty Ltd
P.O. Box 3522,
TUGGERAH NSW 2259

Alternatively you can visit our office or our website at www.lifestart.com.au