

FROM: Frank Speight
LOCATION: 86/G12
EXTENSION: 6520
DATE: Monday, 22nd May 2000
REFERENCE: Y2306
SUBJECT: AUSTRALIA: GENERAL INSURANCE
INFORMATION PRIVACY PRINCIPLES
ACTION POINTS: **Managing Agents, Underwriters and Brokers to note**
DEADLINE: **With effect from 1 August 2000**

The National Principles for the Fair Handling of Personal Information were introduced by the Federal Privacy Commissioner in February 1998 to protect the personal information of consumers.

The general insurance industry, the first industry in Australia to agree to a voluntary privacy code, has adopted these principles and formulated the General Insurance Information Privacy Principles, for use by the general insurance industry.

The Privacy Principles set the standards by which a general insurance company should collect, use, allow access to, store and dispose of the personal information of their customers. Similar to the Code of the Practice, the guidelines contain information on how privacy complaints should be dealt with, and the need for both internal and external dispute resolution facilities.

Lloyd's has agreed to adopt and comply fully with the Privacy Principles from 1 August 2000 and in doing so all service companies and coverholders in general insurance are required to be compliant with the **General Insurance Information Privacy Principles** prior to this time. Underwriters should note that they could be liable for any breaches of the privacy principles by their agent.

Lloyd's Australia Limited has provided background information to coverholders to assist them in complying with any necessary requirements. These documents are as follows:

- **General Insurance Information Privacy Principles** – an ICA publication containing the wording of the Privacy Principles, and guidelines to assist with understanding the requirements of each Principle.
- **Lloyd's Policy on Privacy Complaints** – developed as an overview of the Privacy Internal Disputes Resolution process for internal use only.
- **Guidelines to assist with the Internal Disputes Resolution process** – developed internally, by Lloyd's Australia Limited - a procedural outline of how complaints and disputes should be handled effectively by Lloyd's and its coverholders. These procedures include references to complaints or disputes involving Privacy, Code and Claims issues.
- **What to do if you have a complaint** – the Lloyd's leaflet has been revised to include references to complaints or disputes relating to the Code of Practice, the Privacy Principles and claims disputes.

If you wish to receive copies of these documents or have any questions in relation to this bulletin, please contact Maxine Hooper, International Department on extension 6291 or Keith Stern, Lloyd's Australia Limited on 00 612 9223 1433.

This bulletin is being sent to all compliance officers, underwriting agents, active underwriters and Lloyd's brokers and for information to market associations.

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