

your privacy

Current as at the 1st of April 2006

GMHBA has always been committed to protecting your privacy. This brochure explains the type of personal and sensitive information we keep and the affect this legislation's principles have on your relationship with GMHBA.

Collection of your personal information

Personal information collected by GMHBA includes your name, date of birth, address and contact details, and may also include your bank account or credit card details. Sensitive information collected by GMHBA relates to your health cover. This information is used to perform specific functions related to the administration of your health insurance including the processing of your claims, and to help us improve our relationship with you. We may also be required to collect information from third parties such as hospitals and other providers in order to deliver our services to you. If you choose not to provide personal information, we may not be able to provide you with the services you require.

Disclosure of your personal information

GMHBA will not sell or disclose your personal details for any purpose that is not directly related to your relationship with GMHBA. We rely on third parties such as mail-houses to perform specialised activities for GMHBA and your personal information may be provided to these third parties to enable them to perform their agreed activities. These third parties are prohibited from using this information for any other purpose. GMHBA may also be required to disclose your information to comply with laws such as the National Health Act (1953), the Health Insurance Act (1976) or the Insurance Contract Acts (1984).

Accessing your personal information

You have a right to access your personal information held by GMHBA. If you would like to do so, please let us know. For security reasons, you may be required to put your request in writing.

Help us keep your personal information accurate

GMHBA endeavours to keep your personal information accurate, up to date and complete. Please let us know if there are any errors in your personal information and keep us up to date with changes to your personal information such as a change of address.

YOUR PRIVACY

Direct marketing and your privacy

From time to time we may advise or offer you information on other GMHBA products or services that may be relevant or of interest to you. You may request that GMHBA does not contact you regarding other products and services.

Contact us

Should you have any concerns on a privacy related matter, we encourage you to discuss these with a GMHBA Member Service Advisor. If your privacy concerns cannot be resolved, you should then contact the GMHBA Privacy Officer on Ph: 1300 136 652 or by writing to:

Privacy Officer
GMHBA Limited
PO Box 761
Geelong VIC 3220

Our commitment to you

At or before the time (or, if that is not practicable, as soon as possible after) we collect personal information from you, we will take reasonable steps to ensure that you are aware of:

- GMHBA's identity, how to contact us and the fact that you are able to gain access to the information; and
- the purposes for which the information is collected and the organisations (or the types of organisations) to which GMHBA usually discloses information of that kind; and
- any law that requires the particular information to be collected and the main consequences (if any) for you if all or part of the information is not provided.

You can access a copy of our privacy brochure at any GMHBA branch, calling 1300 136 652 or by visiting www.gmhba.com.au

Head Office

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Branches

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