# PRIVACY POLICY STATEMENT

2026


**PREPARED BY**
Sage Partners Licensee Pty Ltd
("Sage Insurance", "We", "Us", "Our")
ABN: 31 689 424 164

**CONTACT**
Level 7, 55 Collins Street, Melbourne VIC 3000
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Sage Partners Licensee Pty Ltd holds a current Australian Financial Services Licence No: 700163 and is responsible for the financial services that we provide to you.

**Privacy Policy Statement**
Last updated: 2 June 2026

In this Privacy Policy Statement, the words "we", "our" or "us" are a reference to Sage Partners Licensee Pty Ltd (Sage Insurance) and our authorised general insurance brokers. "You" and "your" refer to you as our client or the insured person.

At Sage Insurance our authorised general insurance brokers and our people are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

This privacy policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. 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.

**What information do we collect and how do we use it?**

This Privacy Policy applies from 2 June 2026 and remains valid unless a further Privacy Policy is issued to replace it.

We ask you for the information we need to advise you about your insurance needs and management of your risks when we arrange insurance on your behalf. This can include a broad range of information from your name, address, contact details, and age to other information about your personal affairs including your assets, personal belongings, financial situation, health, and wellbeing.

Information is provided to those insurers or intermediaries who we have asked to quote your insurances and premium funding to enable them to decide whether to insure you and on what terms, or to fund your premium and on what terms. Insurers may, in turn, pass on this information to their reinsurers. Some of these companies are located outside Australia. For example, your personal information may be disclosed to an overseas insurer (e.g. Lloyd's of London) if we seek insurance terms from them. We inform you of where the insurer is located if this is likely to happen and it is possible to do so.

We assist you by collecting information when you make a claim under your policy. Sometimes we also need to collect information about you from others. We provide this information to your insurer (or anyone your insurer has appointed to assist considering your claim, e.g. loss adjusters, medical brokers etc.) to enable it to assess your claim. Again, this information may be passed on to reinsurers.

**What if you don't provide some information to us?**

We can only fully advise you and assist with arranging your insurance or with a claim if we have all relevant information. Insurance laws also require you to provide your insurers with the information they need to be able to decide whether to insure you and on what terms. You have a duty to disclose the information which is relevant to the insurer's decision to insure you.

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| **When do we disclose your information overseas?** | If you ask us to seek insurance terms and we recommend an overseas insurer, we may be required to disclose the information to the insurer located outside Australia. For example, if we recommend a policy provided by Lloyd's of London, your information may be given to the Lloyd's broker and underwriters at Lloyd's of London for them to decide about whether to insure you.<br><br>We will tell you at time of advising on your insurance if the insurer is overseas and in which country they are located. We will seek your consent before disclosing your information to an insurer if that insurer is not regulated by laws which protect your information in a way that is like the Privacy Act.<br><br>Australian and overseas insurers acquire reinsurance from reinsurance companies that are located throughout the world, so in some cases your information may be disclosed to them for assessment of risks and to provide reinsurance to your insurer. We do not make this disclosure; this is made by the insurer (if necessary) for the placement for their reinsurance program. |
| **How do we hold and protect your information?** | We take reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, complete, and up to date.<br><br>We regard the security of your personal information as a priority.<br><br>We have procedures in place to guard your information. Our computer systems are protected by firewall software which will deny access to unauthorised people trying to access our servers from an outside connection. All computer workstations are password protected. |
| **Will we disclose the information we collect to anyone?** | We do not sell, trade, or rent your personal information to others. We may need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf, external data storage providers, or to other companies in the event of a corporate sale, merger, re-organisation, dissolution, or similar event. However, we will take reasonable measures to ensure that they protect your information as required under the Privacy Act.<br><br>We may provide your information to others if we are required to do so by law, you consent to the disclosure, or there are some unusual other circumstances which the Privacy Act permits. |
| **How can you check, update, or change the information we are holding?** | You have the right to access personal information which we collect and hold about you.<br><br>We may refuse you access to your personal information in several circumstances. We will always explain the reason why you have been refused access in the unlikely event of that happening.<br><br>Please ask us if you would like to access any personal information we hold about you, or you would like more information on our approach to privacy. If you wish to correct your personal information, please write to: |

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| | **The Privacy Officer**<br>Level 7, 55 Collins Street Melbourne VIC 3000<br>E: Complaints@sageins.com.au |
| **What happens if you want to complain?** | If you have concerns about whether we have complied with the Privacy Act or this privacy policy when collecting or handling your personal information, please write to:<br><br>**The Privacy Officer**<br>Level 7, 55 Collins Street Melbourne VIC 3000<br>E: Complaints@sageins.com.au<br><br>Your complaint will be considered by us through our internal complaints resolution process. We will acknowledge receipt of your complaint in writing within one business day and will endeavour to resolve your complaint quickly and fairly and no later than 30 calendar days from receiving your complaint, providing you with updates at intervals of no later than 10 days. |
| **Your consent** | You consent to the collection and use of the information you have provided to us for the purposes described above by asking us to assist with your insurance needs. We may occasionally notify you via direct marketing about new services and special offers, events, or articles we think will be of interest to you. We may send you regular updates by email or by post on insurance matters. Email or write to us if you would rather not receive this information or do not wish to receive it electronically. We may use your information internally to help us improve our services and help resolve any problems. |
| **Tell us what you think** | We welcome your questions and comments about privacy. Please contact the following if you have any concerns or complaints:<br><br>**The Privacy Officer**<br>Level 7, 55 Collins Street Melbourne VIC 3000<br>E: Complaints@sageins.com.au |

You confirm agreement to the above on your own behalf, and/or on behalf of those you represent, if you do not notify us otherwise before next dealing with us.