Purposes of use of personal information Communicate Assess Improve quality of Carry out research and Allow Personalise Make Provide Prevent, Provide eligibility detect and assessments insurance, and decisions claims and our products data analy investigate assistance (automated and services, crime **TYPE** YES General Information

YES

YES

YES

YES

YES

YES

**YES** 

YES

YES

YES

2.

3.

Education and

Insurance and claim

employment information

information

Government

and other official identification numbers

Financial information and account details

Medical condition and health status

Other sensitive information

Telephone Recordings

Photographs and video recordings

Information to detect, investigate

or prevent crime, including fraud and money laundering

Information enabling

marketing activities and customer feedback

us to provide products and services

11.

12.

13. Marketing preferences,

14.

15.

Online activity information

Supplemental

information from other sources

8.

5.

YES

YES

YES

YES

**YES** 

YES

YES

**YES** 

YES

YES

YES

YES

YES

YES

YES

YES

YES

**YES** 

YES

YES

**YES** 

YES

**YES** 

YES

YES

YES

YES

2		and non- automated, including profiling of individuals)	services, and other products and services		provide staff training and maintain information security				prize draws and similar promotions		infrastructure		obligations
Contact information	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

YES

**YES** 

YES

YES

**YES** 

**YES** 

YES

**YES** 

YES

YES

YES

YES

YES

**YES** 

**YES** 

YES

**YES** 

**YES** 

YES

**YES** 

YES

YES

YES

**YES** 

YES

**YES** 

YES

YES

YES

lysis	information	in competitions, prize draws and similar promotions	operations and IT infrastructure	feedback and queries	laws a regula obliga

YES

**YES** 

Manage

YES

YES

**YES** 

YES

YES

**YES** 

YES

YES

**YES** 

YES

YES

YES

YES

YES

Manage complaint

YES

YES

YES

YES

YES

**YES** 

YES

YES

YES

YES

YES

YES

YES

YES

Comply with applicable

YES

YES

**YES** 

YES

YES

**YES** 

YES

YES

**YES** 

YES

**YES** 

YES

YES

YES

Establish and

defend legal

YES

YES

YES

**YES** 

YES

YES

YES

YES

YES

**YES** 

**YES** 

YES

YES

YES

YES

rights