

Protecting your privacy

Collection of personal and health information to manage your claim

Motor Accidents (Compensation) Commission (MACC) has appointed Allianz Australia Insurance Limited trading as Territory Insurance Office (TIO) to act on its behalf in managing claims. In processing your claim, MACC and TIO may collect personal and health information about you.

We give priority to protecting the privacy of your personal information. We do this by handling personal information in a responsible manner and in accordance with the Information Act (NT) and Privacy Act 1988 (Cth).

The personal information collected and maintained includes your name, address, contact details and information about your MACC claim.

Personal and health information about you may also be collected during the processing, assessing and management of your claim. It may be collected from you and other parties including statutory and regulatory authorities, witnesses to the accident, insurance companies, hospitals, medical practitioners, rehabilitation providers and employers. The information we collect will assist us to manage your MACC claim.

We may be required to disclose your personal information to third parties including statutory and regulatory authorities, insurance companies, medical practitioners, rehabilitations providers, hospitals and employers. We may also disclose your personal information to our legal advisers, accountants and investigation firms who have been engaged by us to provide services in relation to your claim.

We will not disclose your personal information for any purpose other than the purpose for which it was collected, or unless disclosure of any personal or

sensitive information is required to be made to government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

Your personal information (inclusive of sensitive information) may be disclosed to entities located overseas, including business partners, reinsurers and others who assist us in providing our services. The countries to which this information may be disclosed will vary from time to time, but may include Canada, Germany, New Zealand, United Kingdom and the United States of America.

Collection of this information may be required by the Motor Accident (Compensation) Act. If you do not provide any part or all of this information, your claim may not be accepted or processed.

You may request access to personal and health information about you collected by MACC or TIO, by contacting TIO directly. You may also request the correction of any errors in the personal or health information held by MACC or TIO.

For information about how you may access and request correction of your personal information, or complain about a breach of the privacy principles contained in the Information Act (NT) and Privacy Act, please see TIO's privacy policy available at www.tiofi.com.au.

Contact

Phone: 131 TIO
 Monday to Friday, 8.30am-5pm
 Email mac@tiofi.com.au