

Privacy Collection Notice



The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (Hollard) (referred to as “we”, “our” or “us”) is the underwriter of Kogan Car, Home/Contents, Landlords and Travel Insurance products and is subject to the Australian Privacy Principles under the Privacy Act 1988.

About This Collection Notice

This Collection Notice applies to collection of all personal information including if you apply for, or enquire about the above insurance products, or as a consequence of completing an insurance claims form on the Hollard website. By completing one of our claims forms you consent to the collection and use of your personal information in accordance with this Collection Notice.

Contact Us

If you need to contact Hollard about Privacy, please use the following details:

The Hollard contact details in connection with Privacy are:

Phone: 02 9253 6600

Email: Privacy@hollard.com.au

Write: Privacy Officer,
Locked Bag 2010, St Leonards NSW 1590

Privacy and your PDS

The Product Disclosure Statement (PDS) for each product contains additional terms and conditions concerning your privacy. If you purchase a policy, you consent to any statements outlined in the relevant PDS that relates to your privacy. This may include authorising Hollard and Kogan Australia Pty Ltd ABN 53 152 570 351 trading as Kogan Insurance (“Kogan Insurance”) to use and disclose your personal information. You can view the relevant PDS online at www.koganinsurance.com.au or obtain a copy by contacting Hollard or Kogan Insurance.

How we collect, use and disclose your personal information

We collect personal information to provide, offer and administer our various products and services, or otherwise as permitted by law. Such purposes include responding to your enquiries, providing you with assistance you request of us, maintaining and administering our products and services (for example processing requests for quotes, applications for insurance, underwriting and pricing policies, issuing you with a policy, managing claims, processing payments); processing your survey or questionnaire responses; market research and the collection of general statistical information using common internet technologies such as cookies; providing you with marketing information regarding other products and services (of ours or a third party); quality assurance and training purposes; performing administrative operations (including accounting and risk management) and any other purpose identified at the time of collecting your information.

If you provide personal information to us about another person, we rely on you to have made or make them aware that you will, or may, provide their information to us and the types of third parties we may provide it to, the relevant purposes we and any of the third parties will use it for and how they can access it. If it is sensitive information we rely on you to have obtained their consent on these matters. If you have not done, or will not do, either of these things, you must tell us before you provide their relevant personal information.

We, our Related Companies (which has the same meaning as related body corporate defined in section 50 of the Corporations Act 2001 (Cth)), Kogan Insurance, and other third parties who provide services to us or on our behalf will only use your personal information to provide you with information about Kogan Insurance branded Car, Home/Contents, Landlords and Travel Insurance products. If you do not wish to receive any of this information you can contact us.

Collection can take place by websites, email, telephone or in writing. Unless it is unreasonable or impracticable for us to do so, we collect your personal information directly from you. There may, however, be occasions where we collect your personal information from someone else.

If you do not consent to us collecting and using all or some of the personal information we request, we may not be able to provide you with our products or services such as processing your application for insurance, your claim or any payment due to you. It may also prevent us from maintaining or administering your policy or the provision of information regarding our products or services or those of any third party.

We may at times also disclose your personal information to our Related Companies, Kogan Insurance or third parties who provide services on our behalf; however we will never sell, rent or trade your personal information. This may include our professional advisors, authorised representatives, distributors or referrers, mailing houses and marketing companies, insurance reference bureaus, reinsurers, credit providers, external IT service providers, other insurance intermediaries, providers and advisers. In the case of claims (or likely claims) it may be disclosed to persons involved in claim handling processes. Your personal information may also be disclosed to the Australian Financial Complaints Authority or other dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law.

It may happen that we disclose personal information to our Related Companies or service providers located in countries other than Australia. These details can change from time to time and you should contact us for further details or to see if this applies to you.

We will only collect or use sensitive information to consider your application for insurance, assessing a claim, considering future insurance applications you make, or other insurance or administrative functions directly related to this. We will always seek your permission before using or disclosing your sensitive information for any other purpose.

More information about Privacy

You can read more about how each Hollard collects, uses and discloses your personal information or obtain information about how to lodge a complaint about a breach of the Australian Privacy Principles by reading [Hollard's Privacy Policy](#)

If you wish to gain access to your personal information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy, please contact us.

Dated 1 August 2021