

Privacy Collection Notice

Issued: May 2025

iSelect General Pty Ltd (ABN 90 131 798 126) and the iSelect Group companies (together, **iSelect**) understand that protecting your personal information is important. By providing your details you consent to the following collection notice.

iSelect has engaged the services of Compare the Market Pty Ltd ACN 117 323 378 (**CTM**) to help you compare a range of car, home and contents insurance policy and providers (**Comparison Service**). When you use this Comparison Service, information is collected on iSelect's behalf by CTM (in its capacity as a representative of iSelect) and will be disclosed to any insurer who provides a quote through the Comparison Service or to whom you refer yourself.

Personal information is collected directly from you where it is practicable, but may be collected from other sources where you consent to it or it is necessary in order to perform a service or function you have requested. Where you provide information about another person, you agree that you have obtained that person's consent before providing the information.

Your personal information is collected and used for a range of purposes, including primarily:

- for the purpose of providing you the Comparison Services, and to complete the purchase of an insurance policy;
- to verify your identity and manage any enquiries or complaints you have after you've purchased an insurance policy;
- for the purpose of marketing and product research analysis and carrying out internal functions including financial reconciliation;
- to identify products, services and promotional offers that may be of interest to you and inform you of them by contacting you unless you communicate that you do not wish to be contacted;
- for internal record keeping, administrative purposes, invoicing and billing purposes; and
- to comply with any applicable law (eg *Privacy Act 1988*).

For these purposes, iSelect may engage service providers on its behalf, including CTM.

In addition to disclosures to insurers and other entities within the iSelect Group, iSelect may also disclose your personal information as follows:

- To service providers who support iSelect's business functions. These providers help with services such as providing communication software, supporting electronic marketing activities, quality assurance, general business and call centre functions. Reasonable steps are taken to ensure that service providers agree to protect the privacy and security of your personal information, and that they only use it for the purposes in this notice.
- Some of iSelect's service providers are located overseas, iSelect may disclose your personal information to overseas recipients, including those located in United States of America, India, Philippines, New Zealand, Ireland, Malaysia, Germany, Canada and Fiji.

- In respect of iSelect's engagement with CTM as its representative, CTM does not disclose Personal Information of customers to overseas recipients. Where CTM engages with overseas entities for the provision of third party services, these providers have Australian based servers which ensure that personal information is retained onshore. In a small number of cases, CTM holds personal information in data storage and cloud computing facilities operated by CTM (or by third parties for CTM) that may be in overseas locations. Currently, CTM maintains a database of personal information (primarily name, email address and phone number) with overseas providers who are located in the USA and the EU. Personal Information stored by CTM in overseas locations is secured in a dedicated database and encrypted to ensure it is not disclosed to overseas recipients.

Insurers and other third parties manage your personal information as outlined in their privacy policies, which it is recommended you review.

If you do not provide the personal information as requested on the website, you may not be able to receive the Comparison Services you request, or the information provided to you may not be relevant or suitable to your circumstances. If you provide a false email or mobile number, your quote summary, and personal information may be accessible to a third party.

You can read more in iSelect's [Privacy Policy](#), including how to access or correct any information held on you, how to lodge a complaint about a breach of privacy (and how such a complaint will be dealt with) and how to opt-out of receiving marketing material. CTM's Privacy Policy is also available online.

How you can contact iSelect:

Phone: 13 19 20

Email: privacy@iselect.com.au