

IMPORTANT PRIVACY & CONSENT NOTICE

The new amendments to the Privacy Act 1988 (Cth) take effect on 21 December 2001. Willis Australia Limited ("Willis") ABN 90 000 321 237 and its subsidiaries are covered by this Act and its National Privacy Principles, which set out standards for the collection, use, disclosure and handling of personal information. Willis Australia Ltd respects its clients' privacy and is committed to protecting your personal information.

This statement is provided to inform you as to how Willis collects, uses and discloses the personal information you provide and what Willis expects of you in this regard.

Personal information is essentially any information or opinion that can identify a person (e.g. a name and address).

Willis collects personal information in order to provide its various services. These include insurance broking, claims management, risk management, consultancy, underwriting management, and reinsurance broking. Other purposes include helping to develop and identify products and services that may interest clients, conduct customer satisfaction surveys, establish and administer alliances and other arrangements with other organisations in relation to the promotion, administration, and use of Willis respective products and services. For further information regarding Willis services please contact your Willis representative.

Willis has a duty to maintain the confidentiality of its client's affairs which includes their personal information. Our duty of confidentiality applies except where disclosure of your personal information is with your consent or required by law.

Willis discloses personal information to third parties who are involved in the provision of our services. For example, in arranging and managing your service needs Willis may provide information to insurers, reinsurers, other insurance intermediaries, its advisors such as loss adjustors, lawyers and accountants, and other parties involved in the claim handling process. Willis also may provide it to purchasers of its business and related Willis Group Companies.

Willis takes reasonable steps to ensure that the personal information it collects from you is accurate, complete and up-to-date whenever Willis collects, uses or discloses it. Willis limits the use and disclosure of any personal information provided by it to such third parties for the specific purpose for which Willis supplied it (except with the individuals consent).

When you provide Willis with personal information about other individuals, Willis relies on you to have made them aware that; you will or may provide their information to us,

the purposes Willis uses it for, the types of third parties Willis discloses it to, and how they can access it (as described in this policy). If it is sensitive or health information, Willis relies on you to have obtained their consent to the above. ***If you have not done either of these things you must notify us before you provide the relevant information.***

If Willis provides you with personal information, you and your representatives must only use it for the purposes Willis agrees to. Where relevant you must meet the requirements of the NPP's set out in the Privacy Act 1988 when collecting, using, disclosing and handling personal information on Willis behalf. This obligation extends to your agents, employees and contractors.

Willis may make use of your personal information to provide you with information about its products and services. If you do not want to receive any of this information or you do not want to disclose your information to any other organizations including related bodies corporate simply contact the Willis Privacy Officer on the details below and you will not receive any further information.

If you would like a copy of the Willis Privacy Statement or would like to access your personal information, please contact the Willis Privacy Officer at:

Willis Australia Limited
Level 5/ 570 Bourke Street
Melbourne Vic 3000
Telephone: (03) 8681 9800
Fax: (03) 8681 9888
Email: aust_privacy@willis.com

If the personal information Willis requests from you is not provided, Willis or any involved third party may not be able to provide the appropriate services.

Unless you notify Willis in writing otherwise, by proceeding to deal with Willis, you confirm on your behalf and/or on behalf of those you represent agreement to the above principles.