Purposes of use of personal information

TYPE	A. Communicate	B. Make assessments and decisions (automated and non-automated, including profiling of individuals)	C. Provide insurance, claims and assistance services, and other products and services	D. Assess eligibility	E. Improve quality of our products and services, provide staff training and maintain information security	F. Prevent, detect and investigate crime	G. Carry out research and data analysis	H. Provide marketing information	I. Allow participation in competitions, prize draws and similar promotions	J. Personalise experience	K. Manage business operations and IT infrastructure	L. Manage complaints, feedback and queries	M. Comply with applicable laws and regulatory obligations	N. Establish and defend legal rights
1. Contact information	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
2. General Information	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
3. Education and employment information		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
4. Insurance and claim information		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
5. Government and other official identification numbers			YES	YES		YES					YES	YES	YES	YES
6. Financial information and account details		YES	YES	YES	YES	YES	YES	YES			YES	YES	YES	YES
7. Medical condition and health status		YES	YES	YES		YES	YES				YES	YES	YES	YES
8. Other sensitive information		YES	YES	YES		YES	YES				YES	YES	YES	YES
9. Telephone Recordings	YES	YES	YES		YES	YES	YES				YES	YES	YES	YES
10. Photographs and video recordings		YES	YES		YES	YES	YES				YES	YES	YES	YES
11. Information to detect, investigate or prevent crime, including fraud and money laundering		YES	YES	YES	YES	YES	YES				YES	YES	YES	YES
12. Information enabling us to provide products and services		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
13. Marketing preferences, marketing activities and customer feedback	YES	YES	YES		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
14. Online activity information	YES	YES	YES		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
15. Supplemental information from other sources	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES