## 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 |