

# CompareSure Privacy Policy

**Last Updated: 26 October 2025**

**Company:** CompareSure Pty Ltd

**ABN:** 84691309298

## 1. Introduction

CompareSure Pty Ltd ("CompareSure", "we", "us", or "our") is committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This Privacy Policy explains how we collect, use, store, and disclose your information when you engage with our health insurance comparison services.

By using our website, requesting a quote, or interacting with our services, you consent to the practices described in this Privacy Policy.

## 2. Information We Collect

We collect personal information that you provide directly to us when you:

- Request a health insurance quote
- Compare policies using our online tools
- Contact us for support, advice, or general inquiries
- Schedule a call with one of our consultants
- Subscribe to our newsletters or updates
- Participate in feedback, surveys, or promotions

### Types of Personal Information Collected May Include:

- Full name
- Contact details (phone number, email address, mailing address)
- Date of birth

- Medical history
- Health insurance history and preferences
- Family or relationship status (if relevant to policy comparison)
- Payment or billing information if required for transactions
- Any other information you choose to provide

We may also collect non-personal information through website analytics such as browser type, device type, and usage data via cookies (see Section 7).

### 3. How We Use Your Information

We use the information collected to:

- Provide health insurance quotes, comparisons, and recommendations tailored to your needs
- Connect you with relevant private health insurance providers
- Communicate with you regarding your requests, queries, or policy options
- Improve our website functionality, user experience, and service quality
- Send you updates, special offers, or industry information (only with your consent)
- Comply with legal and regulatory obligations under Australian law

### 4. Information Sharing and Disclosure

We respect your privacy and will **never sell or trade your personal information**.

We may share your information only with:

- **Trusted health insurance partners and providers**, where necessary to fulfill your request for quotes or comparisons



- **Service providers** who assist in operating our business (e.g. IT support, analytics services, secure data storage), bound by confidentiality agreements
- **Regulatory and government authorities**, if required by law or to comply with regulatory obligations

Your information will only be shared for the purposes outlined in this policy or where you have provided consent.

## 5. Data Security and Storage

We take reasonable steps to ensure your personal information is secure and protected from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes:

- Secure server environments
- Encrypted data transmission
- Access control and staff confidentiality agreements

While we strive to protect your information, no data transmission over the internet can be guaranteed as completely secure.

## 6. Your Rights and Access to Information

Under the Privacy Act, you have the right to:

- Access personal information we hold about you
- Request corrections to inaccurate or outdated information
- Withdraw consent or request deletion of your data (subject to legal limitations)

To exercise these rights, please contact us using the details below.

## 7. Cookies and Website Tracking



Our website may use cookies and similar technologies to enhance user experience and analyse website performance. You can disable cookies through your browser settings, however, this may affect your ability to use certain features of our website.

## **8. Marketing Communications**

We may send you marketing communications about health insurance products or services we believe may be relevant to you. You can opt out at any time by clicking “unsubscribe” in the email or contacting us directly.

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our operations or legal obligations. Any updates will be published on our website with a revised “Last Updated” date.

## **10. Contact Us**

If you have any questions, concerns, or requests related to this Privacy Policy or how we handle your personal information, please contact us at:

**Email:** [info@comparesure.com.au](mailto:info@comparesure.com.au)

**Phone:** 0478 711 733