**Student Information Sheet – Overseas Student Health Cover (OSHC)**

The Australian National University (‘ANU’) preferred OSHC provider is Allianz Global Assistance (‘AGA’). With your authorisation and written consent, the University will pass your personal information to AGA to arrange OSHC on your behalf.

**What personal information is passed to AGA?**

We pass the following personal information:

* Your name and date of birth;
* Your gender and title of individual;
* Your student ID, University email address and sponsorship status;
* Your coverage type, commencement date and cover length;
* Whether your application is submitted onshore or offshore.

If you provide sensitive information, ANU will only pass the sensitive information to AGA required for the purpose of arranging OSHC on your behalf.

**Use of your personal information**

* ANU will only use your personal information for the purpose it was provided, in line with the [ANU Privacy Policy](https://policies.anu.edu.au/ppl/document/ANUP_010007). ANU Privacy Policy details how ANU will use your personal information provided to ANU which includes but not limited to administer your admission, enrolment, academic progress, academic integrity, discipline, graduation, accommodation, access to ANU facilities and services, library loans, fees, visa, immigration, taxation and financial support purposes, and in relation to graduates, for alumni activities.
* AGA will handle your personal information in accordance with the AGA [Privacy Policy](https://www.agaassistance.com.au/health/privacynotice.pdf).

**Storage and security of your personal information**

* ANU takes reasonable steps to protect the security of your personal information ANU hold from both internal and external threats by regularly assessing the risk of misuse, interference, loss, and unauthorised access, modification or disclosure.
* AGA will handle your personal information in accordance with AGA [Privacy Policy](https://www.agaassistance.com.au/health/privacynotice.pdf).

**Managing your personal information**

You may request access to your personal information held by ANU or AGA at any time.

You may also request for incorrect, incomplete or inaccurate personal information to be updated.

You may object to ANU passing your personal information to AGA at any time:

* Your objection needs to be in writing, to [OSHC@anu.edu.au](mailto:OSHC@anu.edu.au) ;
* Once your objection is received and accepted, your OSHC will be invalid. It is your obligation to arrange another OSHC to satisfy your visa requirement. The failure to arrange an OSHC with another provider may impact your visa.
* Please note: you may need to provide documentation to request cancellation of your policy with AGA, including evidence of a replacement OSHC policy with another provider.

**Privacy Notice**

In collecting your personal information, the ANU must comply with the *Privacy Act 1988* (cth). With regard to arranging OSHC for students from European Union or European Economic Area, ANU will comply with the General Data Protection Regulations 2016/679 (to the extent it applies to the activities of ANU).

The ANU Privacy Policy is [available on the ANU website](file:///C:\Users\u4401648\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\0DZRJNW0\at%20https:\policies.anu.edu.au\ppl\document\ANUP_010007) and contains information about how we use, handle and discloses your personal information and your rights including how you can:

* Access or seek correction to your personal information;
* Complain about a breach of an Australian Privacy Principle by ANU, and how ANU has handled your personal information.

AGA will handle your personal information in accordance with their [Privacy Policy](https://www.agaassistance.com.au/health/privacynotice.pdf).

**Retention Period by the University and AGA**

* All personal information will be retained and securely stored for at least seven years by ANU following completion of your program;
* All personal information will be retained and securely stored for 10 years beyond the life of the policy & claims and incidents by AGA;
* After the retention period, you may request deletion of your personal information, in accordance with legal and retention requirements.

**Queries and Concerns**

For more information about OSHC, please contact:

Allianz Global Assistance

<https://allianzassistancehealth.com.au/en/student-visa-oshc/>

13 67 42

If you require assistance with your enrolment, please contact:

ANU Student Central

[Student@anu.edu.au](mailto:Student@anu.edu.au)

135 ANU (135 268)

If you have concerns about the handling of your personal information by ANU, please contact:

ANU Privacy Offer

[Privacy@anu.edu.au](mailto:Privacy@anu.edu.au)

If you have concerns about the handling of your personal information by AGA, please contact:

AzP Data Privacy Officer (DPO)

[dataprivacyAU@allianz-partners.com.au](mailto:dataprivacyAU@allianz-partners.com.au)