

## **Omnia Insurance Adjusters Cooperative Inquires, Requests for Access, and Complaints Policy**

**Effective Date: 17 May 2021**

### **1. Inquires and Requests for Access to Information**

All persons and individuals whose information is collected by Omnia Adjuster Cooperative have the right to request access and/or changes to their own information. All such requests may be directed to Omnia's designated privacy officer Pieter Heydenrych (CEO) at 1-888-908-2822 or using the contact form provided at <https://www.adjusterscoop.ca/message.php>.

Omnia does not own the information it collects, but rather collects all information on behalf of third-party clients. Therefore, Omnia commits to responding in a timely manner to all inquires and requests for access to personal information by:

1. Determining which third party (*e.g. an insurance company*) owns information relevant to the inquiry and;
2. Assisting in making sure that request is forwarded to the appropriate authority within that third party (*e.g. putting you in contact with the privacy officer at the insurance company who owns the data*).

### **2. Complaints**

It is the right of persons and individuals whose information has been collected by Omnia to challenge Omnia's compliance with PIPEDA privacy legislation. Omnia Adjusters Cooperative takes all complaints related to the collection, use, and distribution; as well as retention and destruction; of data very seriously. Any complaints may be directed to Omnia's Designated Privacy Officer who, on review of the matter, will respond in a timely manner and, if need be, initiate an investigation of any issues that have been raised.