

YOUR AIA Vitality DATA



Why does AIA Vitality collect your Personal Information*?

We collect your Personal Information so that we can administer your membership and offer you the AIA Vitality member associated benefits.

For example:

- Discounts on your insurance premiums
- Discounts on Partner products
- Vouchers for Partner products and services



Is my data secure? Where does my Personal Information* go and who can see it?

AIA takes Information Security seriously and has processes and secured systems in place to ensure your Personal Information is safe. Your Personal Information is stored in secure AIA data centres in New Zealand, Australia and approved third party service providers. It can be accessed by authorised AIA Vitality staff that manage your membership and answer any queries you may have.



Where is my health data stored and who can see it?

The health information that you choose to share (via the Member portal or via a Partner health or fitness provider) is stored anonymously in the AIA Vitality database in Hong Kong. It is used to calculate your points and status however it is not stored with your Personal Information. Your health data is accessible by authorised AIA Vitality staff in Australia for membership services. It is not shared with AIA New Zealand for insurance claims or underwriting purposes.

Examples of health data are:

- Measurable health data - BMI, Blood pressure etc
- Record of uploading proof of health checks

Note: Actual forms or images of forms that are uploaded are stored in Australia as these will contain your Personal Information.



What about my fitness data?

When you choose to pair a fitness device or app with your AIA Vitality membership the following information will be shared with AIA Vitality:

- Steps
- Sleep
- Heart rate
- Calories

This information is stored in Amazon cloud storage hosted in the United States. It is used to apply activity based points however it is not stored with your Personal Information. You cannot be identified by this data. This information is accessible by Discovery Holdings Limited (SA) (Discovery South Africa) staff in South Africa to enable them to resolve issues with your fitness device data. The aggregated data may also be used for scientific and product research purposes.

Where	New Zealand	Australia	Hong Kong	USA
What Information?	<ul style="list-style-type: none"> • Name • Email • Date of birth • Points balance • Status level 	<ul style="list-style-type: none"> • Name • Email • Date of birth • Points balance • Status level • Health check document images • Bank account number 	<ul style="list-style-type: none"> • Measurable health data • Activity data • Points balance • Status level 	<ul style="list-style-type: none"> • Detailed steps, sleep, heart rate and calories
Who?	AIA New Zealand	AIA Vitality Australia	AIA Vitality Australia	Discovery South Africa
	Identifiable	Identifiable	Anonymous	Anonymous

For further details refer to AIA's Privacy Policy Statement visit <https://www.aia.co.nz/en/index/privacy-statement.html>

*Personal Information is any information which identifies a specific individual. The information does not need to name the individual, as long as they are identifiable in other ways. For example: through their home address, phone number or email address.