

DATA AVAILABILITY & USE

IAG is building a customer-led and data-driven organisation. Data is fast becoming one of the most important assets for large companies like IAG. Our ability to use data to meet our customers needs is a core part of our strategy.

PUBLIC SECTOR DATA



IAG uses available public data to improve its understanding of risk. This in turn allows IAG to provide premiums that accurately and fairly represent a customer's risk, and enhance our response during major events.

Valuable public data should be shared via a reasonably standardized data portal infrastructure to allow easy access by the public and private sector

PRIVATE SECTOR DATA



IAG is already involved in data sharing initiatives with the insurance industry, governments, academia, other businesses and with the general public.

Where appropriate & taking into account commercial interests, the Productivity Commission should explore voluntary and collaborative options to unleash the value of private data for greater consumer and national benefit.

PRIVACY



In order to access customer data in the future, IAG and the rest of the business community will need to use data management frameworks that combine legal compliance with ethical treatment of data, transparency about use and close monitoring and responsiveness to community expectations.

CYBER SECURITY Open data policies must be cognisant of the escalating and increasingly sophisticated cyber threat landscape. If poor cyber security erodes trust and confidence in cyberspace, the social and economic benefits of big data may not be realised.

Policy development to increase data availability and use should be accompanied by implementation of Australia's Cyber Security Strategy, together with public campaigns to increase cyber security skills and awareness in the community.