Mainstay Insurance Privacy Policy

At Mainstay Insurance Brokerage Inc. David Patriarche (President) is responsible for maintaining and protecting all client information under the control of the agency.

Client information is collected for the purposes of:

1. Reviewing employee benefit plan needs and providing client advice;
2. Assisting with applications and submissions for group benefits;
3. Assisting clients with ongoing service and communications with insurers/providers;
4. Assisting with claims support;
5. Litigation support.

This information may be shared with GroupQuest Benefits Resources Inc., our contracted group benefits managing general agent (MGA), to provide sales and service assistance for your benefit plan for the purposes outlined above.

The knowledge and consent of each client is required for the collection, use and disclosure of client information except where required or permitted by law.

The client information collected must be limited to those details necessary for the purposes identified by Mainstay Insurance Brokerage Inc. Information must be collected by fair and lawful means.

Client information may only be used or disclosed for the purpose for which it was collected unless the client has otherwise consented, or when it is required or permitted by law. Client information may only be retained for the period of time required to fulfill the purpose for which it was collected.

Client information must be maintained in an accurate, complete and up-to-date form as is necessary to fulfill the purposes for which it is to be used.

Security safeguards that are appropriate to the sensitivity level of the information will be used to protect client information.

Upon request, a client shall be informed of the existence, use and disclosure of their information, and shall be given access to it. Customers may verify the accuracy and completeness of their information, and may request that it be amended, if appropriate.

Customers may direct any questions or enquires with respect to the privacy principles outlined above or about our privacy practices to David Patriarche.

Revised February 1st, 2018