



## PRIVACY NOTICE

Our privacy policy will enable you to be confident about the privacy and security of any of your personal information that we hold. We comply with the General Data Protection Regulations (GDPR) 2016. We are registered under the Data Protection Act 1998 and take every care to ensure there is no unauthorised access to your personal data. We will keep your information confidential and will only use it to offer relevant products and services. It will not be passed to any third party for marketing purposes without your permission and will only be used in circumstances where we have a legitimate interest or legal duty. We will ensure that all our suppliers and other third parties confirm that they are similarly compliant with the Regulations.

To collect and hold data, the law says we must have one or more of these reasons:

- a) To fulfil a contract we have with you, or
- b) Where it is our legal duty, or
- c) When you consent to it or
- d) When we have a legitimate interest to enable us to fulfil our legal and contractual duties efficiently. We may therefore use your personal information for the following:
  - a) To manage our relationship with you or your business.
  - b) To manage how we work with other companies that provide services
  - c) To manage our customer accounts and to collect and recover money that is owed to us.
  - d) To respond to complaints and seek to resolve them.
  - e) To exercise our rights set out in agreements or contracts.



**THE DATA** - We collect data from you in the following circumstances

- When you apply for our services and in any resultant paperwork
- When you talk to us personally or on the telephone.
- In emails We store e-mails as securely as any other personal information.
- In letters and other correspondence
- In insurance claims or other documents

#### **FRAUD PREVENTION**

We may need to confirm your identity when we provide services to you.

Both we and any fraud prevention agencies we use can only use your personal information if we have a proper reason to do so. Personal data may include:

- Name and date of birth
- Residential address and former addresses
- Contact details, such as email addresses and phone numbers
- Financial data relating to the contract with us
- Employment details
- Vehicle details

#### **REMOVAL OF DATA**

You have the right to question us on any incorrect, wrong or incomplete data.

You may have the right to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is the 'right to object', the 'right to erasure', or the 'right to be forgotten'. If so please get in touch with us.

#### **WITHDRAWING CONSENT**

If we hold information only by your consent you may withdraw this at any time. Please contact us.