

Privacy Policy

Introduction

This policy statement relates to our privacy practices in connection with information that is disclosed and/or is captured by The Company including who we may share information with. The Company is not responsible for the privacy practices of other companies to which it may be associated with.

Each time you visit this website, contact us via email, telephone or post, you agree to the terms of this policy. If you do not agree you must contact us immediately.

General Statement

The company respects your right to privacy and is committed to ensuring compliance to data protection and privacy laws in England and Wales. We will only collect personal information with your awareness and permission. Any personal information which you provide to us and/or which we obtain about you, will be kept secure and confidential using appropriate technical measures and by ensuring staff are trained and aware of how to protect your data.

Data Collection

You agree that any data you provide to us will be true, complete and accurate in all respects and you agree to notify us immediately of any changes to it. We will only collect personal information which is necessary to process any applications or registrations made by you to process your claim.

If you give us false or inaccurate information and we suspect fraud, a record will be made on our systems. This information will be used to:

- Make decisions based on the information disclosed;
- Administer your account including referral to external and independent bodies;
- Provide you with service updates and further information requests;
- Provide you with customer service related activities;
- Respond and resolve customer complaints;
- Notify you of any other products or services, subject to any marketing preferences disclosed;

It's your choice and you're in control - you can contact us at any time to update your preferences by sending correspondence to the addresses listed on our contact us page

Due to the nature of business activity, there is no requirement for The Company to collect and retain information on any subject below the age of 16, and as such will not.

Retention of Data

We will keep your personal information for as long as necessary for the purposes for which it was collected, to provide you with services and to conduct our legitimate business interests or where otherwise required by law. If you use 'The Company Services', we may hold your Communications Data for 12 months for legitimate business purposes (or longer in connection with any on-going action, legal proceedings or disputes).

Disclosure

Your personal information may also be processed by other organisations on our behalf for the purpose of processing applications, and providing information or services to you. The use of personal data for these purposes will remain under our control at all times.

We may disclose your information to other members of our group of companies, and to our or their partners, associates, agents or subcontractors and to possible successors to our business.

Specifically, your data and information will be shared with some or all of the organisations below:

- Customer Relationship Management Software Providers (including the storage of information and data on servers held outside of the company);
- Ticketing and Email System Providers (including the storage of information and data on servers held outside of the company);
- Bans and Building Societies;
- Credit Providers;
- The Financial Ombudsman Service;
- The Legal Ombudsman Service; and
- The Claims Management Regulator.

We may also disclose your information for the prevention and detection of crime and to protect the interests of The Company and other users or

if required to do so by law.

Collection of Web Based Technical Information

We use "session" cookies which enable a visitor's web browser to 'remember' which pages on this website have already been visited. We may also map and analyse visitor usage patterns to help us develop the site and enhance a visitor's experience.

Depending on the type of browser you are using, you may be able to configure your browser so that:

- (i) you are prompted to accept or reject cookies on an individual basis or
- (ii) to prevent your browser from accepting any cookies at all. You should refer to the supplier or manufacturer of the web browser for specific details about cookie security.

We may collect and store certain 'technical information' about your visit to this site, such as:

- The IP address from which you access this website;
- The type of browser and operating system used to visit this site;
- The date and time of your visit(s) to this site;
- Clickstream data which reveals the activities of visitors around; this website (for example the pages you access and products browsed); and
- The website address of the website from which you accessed this site.

None of the technical information we collect could be used by us to identify visitors to this website. Such data are used only to analyse trends, administer and improve our website, track movement through our website and gather statistical information about visits to the website.

Changes to this Policy

If we change this Privacy Policy we will post the amended policy on our website so that you are always aware of how we collect, use and disclose your personal information.

Accessing Your Information

You have the right to request a copy of any personal information we hold about you and to have any inaccuracies corrected. For information requests, we will charge an administrative fee of £10.

Please write by sending an email to that listed on our contact us page.

Communications Monitoring

We may monitor and/or record communications between you and The Company for quality control and training purposes. If you disagree with this, please inform our operative at the beginning of the call.

Conjunction with Terms and Conditions

You should read this Policy in conjunction with our website terms and conditions (which apply to your use of this website), and our Terms of Sale/Supply of Products (which apply to the purchase of products).

Glossary of terms

Web browser - The software you use to read web pages such as Microsoft Internet Explorer, Netscape Navigator and Opera.

IP address - The identifying details for your computer (or your internet company's computer), expressed in "internet protocol" code (for example 192.168.72.34). Every computer connected to the web has a unique IP address (which may be permanent or change each time you access the internet)

Cookies - Small pieces of information, stored in simple text files, placed on your computer by a web site. Cookies can be read by the web site on your subsequent visits. The information stored in a cookie may relate to your browsing habits on the web page, or a unique identification number so that the web site can "remember" you on your return visit.

Generally speaking, cookies do not contain personal information from which you can be identified, unless you have furnished such information to the web site.

This policy is subject to change at any time without prior notice.