



Privacy Notice

Data Controller: Together Insurance Solutions Limited, 29 Trinity Street, Barnstaple, EX32 8HX
Contact for queries: 01271 347147, info@togetherinsurancesolutions.co.uk

Please ensure that you read and understand this Privacy Notice. It explains what we do with the personal information you give to us about you and the other people insured under your policy. Your personal information means information we hold about you and any information you give us about anyone else. Please make sure that anyone else who is insured under your policy has provided you with consent to pass on their personal information to us. You should share this notice with anyone else insured under your policy as it also applies to them.

How we use the information you give us

We will process any personal data lawfully on the basis that it is necessary to administer your insurance contract, help you to make a claim, or to produce reports that enable us to see how our business is performing.

We will use personal information about you to:

- Establish and maintain communications with you
- Arrange insurance cover – issuing quotations, renewal of policies and administration of policies
- Handling claims
- Carrying out anti-fraud, sanction, anti-money laundering and other checks to protect against fraud, suspicious or other illegal activities
- Collecting, forwarding and refunding premiums
- Facilitating premium finance arrangements
- Processing transactions through service providers

Where we need to pass information to other firms, it will only be for the purpose of a contract. These firms will be Insurers, other insurance brokers, firms handling claims, finance providers, firms that process or administer our records and industry databases used to prevent fraud and fight crime. Third parties to whom we disclose personal data are required, by law and contractual undertakings, to keep personal data confidential and secure and to use and disclose it for purposes that are reasonable and appropriate, in compliance with all applicable legislation.

When we contact you, it will be for the above reason, or because we have a legitimate interest in marketing related products. For any other marketing it will only be with your consent and you will be able to withdraw your consent easily at any time.

What type of personal information we need

We may need personal details that might include details of family members, lifestyle, finances, business, details of your property or previous claims history.

We will only collect what is necessary and we will only keep it as long as is necessary and for the purpose for which it was originally collected.

We undertake to keep your information accurate. Please help us to do this by letting us know when there are changes to your personal data.

What other types of information do we need?

- Under certain circumstances, we may need to obtain information about origin, Gender and Health.
- We might need details of criminal convictions.

We will only collect what is necessary and protect it with appropriate security measures.

How do we obtain your information?

- We may gather it from information you submit by telephone, face to face or by email.
- We may receive it from insurers and other insurance brokers. It includes finance providers, and firms that process, and store our records.
- We may also receive information from anti-fraud databases such as Claims and Underwriting Exchange or from Government provided Sanctions lists.

What are my legal rights?

You have the right to complain about how we handle your information specifically, to the Information Commissioner:

www.ico.org.uk

0303 123 1113

Head Office
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

You can obtain a copy of your personal information from us without charge by contacting us at the address above. This includes the right to transfer information to other providers.

You have the right to:

- ask us to correct information
- ask us to delete your information or stop using it, unless it is necessary for us to retain it for insurance or financial purposes as set out in our data retention policy.
- Opt out of marketing activity at any time, by any method you wish, using the contact details contained within this notice.