



Simply Insurance Services Ltd Privacy Statement

Identity and contact details of the controller and where applicable, the controller's representative and the data protection officer:

We are committed to protecting the confidentiality and security of the information that you provide to us and have put in place measures to protect against any unauthorised access or damage to, or disclosure or loss of, your information.

This Privacy Notice is to explain the information processing practices of Simply Insurance Services Limited. It applies to any personal information you provide and any personal information we collect from other sources.

Please show this notice to anyone else whose personal information you need to provide to us.

"Simply Insurance Services Ltd" (also referred to in this Notice as "we", "us", or "our") means Simply Insurance Services Limited.

How to contact us:

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a subject access request, please contact us at:

Simply Insurance Services Limited
34 Kerry Avenue
Purfleet
Essex
RM15 4YE

Tel: 01708 632000

Email: privacyofficer@simplyinsurance.co.uk

Website: www.simplyinsurance.co.uk

Purpose of the processing and the legal basis for the processing:

We only collect, use and store your information where we have lawful grounds and legitimate business reasons to do so.

We collect, use and store your personal information in order to fulfil requests for quotes, products and services as part of our insurance broking, claims handling and risk management business. It may also be used to verify your identity, to administer payments and to enable us to carry out anti-money laundering and other financial crime checks where required. If you pay by instalments your information may also be used to arrange credit.

The use of your data is essential for us to check your identity, to enable you to enter into an insurance contract and for the insurance to operate (in the event of a claim, for example). We may also use it to keep our records up to date, to notify you about changes to our service and to help us in developing new products and services.

If you do not provide the information required we are unlikely to be able to arrange your insurance and may not be able to provide certain services to you.

We may monitor calls, emails, text messages and other communications with you. When you contact us we may keep a record of that correspondence and any information provided to us during that or any subsequent communication.

The legitimate interests of the controller or third party, where applicable:

See "Any recipient or categories of recipients of the personal data" below.



Categories of personal data:

We collect personal information such as name, contact details, date of birth, gender, marital status, financial details, employment details and other personal details depending on the nature of the insurance and other services we offer.

We may collect, use and store sensitive personal information such as criminal convictions and medical conditions as necessary in relation to insurances such as motor or commercial insurance.

If you provide personal information about other individuals (such as employees, named drivers, family members etc.), you must obtain their consent prior to disclosing it to us.

Any recipient or categories of recipients of the personal data:

We will only supply your personal information to other parties where such a transfer is a necessary part of the activities that we undertake, where you give us consent or where we are required to do so by law or regulation (e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime).

As an intermediary we must disclose personal information to insurance companies, underwriting agencies, business partners and other parties in order to provide our products and services and to enable you to enter into insurance contracts. Examples of other parties include other insurance intermediaries and loss adjusters, legal and accountancy firms involved in the claims handling process.

We may also disclose your information to service providers engaged to perform services on our behalf. Such service providers are contractually restricted from using or disclosing the information we give them except as necessary to perform services on our behalf or to comply with legal requirements.

We only share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

We may also disclose personal information to new owners in the event that we are subject to a merger or acquisition. Disclosure may also be made to enable company audits, regulatory inspections or to investigate a complaint, suspicion of fraud or a security threat.

We never share your information outside our organisation for marketing purposes.

Details of transfers to third country and safeguards:

Certain personal information held on our Information Technology systems may be transferred across geographical borders in accordance with applicable law.

By providing us with your information, you consent to the collection, international transfer, storage, and processing of your information. These transfers are governed by European Union (EU) standard contractual clauses or equivalent data transfer agreements to protect the security and confidentiality of personal information.

Retention period or criteria used to determine the retention period:

We will keep your information for as long as it is required to enable us to provide quotations, administer your insurances, offer renewal and respond to any claims or complaints (which may arise after the period of insurance has expired). This will usually be a minimum period of six years or otherwise as determined by law or regulation. Once we decide that we no longer need your information it will be securely and confidentially destroyed.

The existence of each of data subject's rights:

You have certain legal rights under UK data protection law and regulations, summarised as follows:

- The right to be informed through Privacy Notices such as this.
- The right of access to the personal information we hold about you. To request a copy of this information you must make a subject access request in writing to us at the address shown above.
- The right of rectification. You may ask us to correct any inaccurate or incomplete data within one month.
- The right to erasure and to restrict processing. You have the right to have your personal data erased and to prevent processing except where we have a legal obligation to process your personal information. You should bear in mind that by exercising this right you may hinder or prevent our ability to provide products and services.
- The right to data portability. On your request, we will provide you with your personal data in a structured format.
- The right to object. You have particular rights in relation to automated decision making and profiling to reduce the risk that a potentially damaging decision is taken without human intervention. You can object to your personal data being used for profiling, direct marketing or research purposes.

The right to withdraw consent at any time, where relevant:

Where you have provided your specific consent to the use of personal data, you may withdraw that consent by contacting us at any time.

The right to lodge a complaint with a supervisory authority:

If you wish to make a complaint about how we hold or use your data, please contact us at the above address. If you are dissatisfied with how we deal with your complaint, you may contact the Information Commissioner's Office:

The Information Commissioner
Wycliffe House Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 08456 30 60 60

Website: www.ico.gov.uk

The source the personal data originates from and whether it came from publicly accessible sources:

Some personal information may be provided to us by third parties such as insurance companies, other insurance intermediaries and motor vehicle licensing authorities. Information may also be obtained from publicly accessible sources such as credit reference agencies.

Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data

See above - "Purpose of the processing and the legal basis for the processing"

The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences:

We and/or other parties may use your information to make decisions about you using computerised technology to profile you, such as assessing which products might be most suitable for you.

We may amend this Privacy Policy from time to time for example, to keep it up to date or to comply with legal requirements.