

Privacy Notice

This notice explains what we do in relation to collecting, storing, and processing Personal Data. If you believe that we may hold Personal Data and you are the Data Subject you have various rights under relevant legislation including rights of access.

If you have further questions, or wish to make a complaint you should contact The Operations Director, David Rees, in the first instance.

The Personal Data we hold, the purposes for which we hold it, and what we do with it will be different for different parties. Please click on the relevant link below to find out more.

- [People who visit our website](#)
- [People who send emails to us](#)
- [People who complain to us](#)
- [Policyholders](#)
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- [Agents, Producing Brokers, and Insurers](#)
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Further Information

This privacy notice does not extend to other sites accessible via links on this website. Where you access other websites via these links you should read the privacy notices contained on those sites and we can take no responsibility for personal data held or processed by the organisations concerned.

The information below describes the purposes and means by which we process personal data and the scope of use and sharing with other parties. The limitations on scope in relation to sharing with other parties do not apply where we are obliged by law or regulation to a party entitled to receive the personal data.

People who visit our website

We use a third party service, Google Analytics, to collect details of website visitor patterns. We do this to understand which pages and information are of most interest to visitors to our site to enable us to update and develop the content on our site.

We do not hold any personal data about visitors to our website and our contract with Google Analytics does not permit them to do so either.

People who send emails to us

You should be aware that unless we have established Transport Layer Security (TLS) or other technical means, email traffic between us may be vulnerable to interception.

If an email you sent to us was intended for our sole use and that was made clear to us we will not share it with other parties or provide your contact details.

If an email was sent to us in connection with an insurance policy or claim where we are acting on behalf of you or your client we may share such emails with (re)insurers, or their agents, in connection with the relevant insurance policy or claim.

People who complain to us

Our Terms of Business Agreements set out the process and contact points for dealing with complaints. Where we receive a complaint in relation to our services we will file that information together with other complaint details gathered by us in the course of investigating and resolving the complaint. This information and any Personal Data will not be shared with any other organisation.

Where we receive complaints about the services of another party; for example an insurer, we will pass details of the complaint, including any personal data provided to us, to the party responsible for the provision of the services. We will advise you where we do this. We will retain a summary of the details for use in analysing the overall service experience of our clients and policyholders.

Policyholders

Whilst our activities are primarily concerned with placing insurance covers for commercial policyholders, in the course of quoting and placing insurance policies we may have been provided with personal data; for example details of the owners or directors of the firm.

We will only ever use this information in the course of activities necessary to enter into or fulfil a insurance contract and where required as part of the claims process. We will supply this information to insurers or their agents for these purposes but will otherwise not provide personal data to other parties.

Claimants

In the course of collecting information to provide (re)insurers, or their agents or administrators, with the information needed to enable them to agree to pay a claim, we may be provided with additional personal data where the claim is on behalf of the persons that purchased or are named in the policy.

We may also be provided with personal data, including sensitive or medical data, by third parties alleging that they have suffered an injury or other loss caused by the policyholder.

We will only ever use personal data obtained and processed as part of the claims process for the purpose of recording, communicating with (re)insurers or their agents or administrators, or, with respect to our own administration activities, to resolve the claim.

Agents, Producing Brokers, and (Re)insurers

In the course of our dealings we may be provided with personal data relating to the owners, directors, managers, and other individuals in your organisation including email addresses and telephone numbers.

This information will only be held and processed in connection with efficiently managing our business relationship and in that respect will be shared with those of our employees involved in the business between us.

People employed by us

We need to hold a range of personal data related to employees, provided by employees, and also gathered in the course of employment.

We will have informed you in detail about the personal data we hold or expect to hold, the purposes for which it is processed, and asked you to consent in writing to your personal data being held and processed in this way. We will also have told you about your various rights under the legislation.

People in contact with us about employment

If you, or your agent; e.g. a recruitment firm have been in contact with us in relation to a possible position that did not result in you taking up a position with us, certain personal data will have been shared by you.

If you sent the personal data directly to us we will have acted on the basis that you consented to us holding and processing the data for the purpose of a potential job role. If the personal data was sent to us by an organisation to whom you provided the personal data in relation to employment we will similarly have acted on the basis that you consented to the data being provided.

Our policy is to destroy all such personal data within two months of receipt unless we are at that time actively in discussions about a possible specific employment role.