

## PRIVACY NOTICE

“**Insync Insurance**” is a trading style of Insync Insurance Solutions Ltd. In this Privacy Notice, any references to “**Insync Insurance**”, “**we**”, “**our**” or “**us**” are to **Insync Insurance Solutions Ltd**.

We take our data protection obligations very seriously, information is collected for the specific purposes of providing, or improving our services to you, it is NEVER sold to third parties. This Privacy Notice provides details of the information we may collect from you and how we may use that information.

This notice contains important information, please read it carefully. When you are using our website, this privacy notice should be read alongside our [Privacy Policy](#).

### PURPOSE OF THIS NOTICE

The purpose of this notice is to explain how we collect, use and disclose personal information about you.

We are the “Data Controller” of any personal information you provide to us and we are responsible for complying with data protection laws. This Privacy Notice outlines what personal information we may collect from you and how we use this information, together with the practices we have in place to protect your personal data.

### WHY WE COLLECT PERSONAL INFORMATION

In order to provide requested product information, quotations and insurance policies on your behalf, it is necessary to obtain the relevant information to service your request. This may include risk assessment information.

### WHO WE COLLECT INFORMATION ABOUT

We collect information about:

- Current, previous and prospective policyholders (including any named parties for which a benefit may be payable under the policy);
- Insurer partners, business contacts, suppliers and introducers;
- Website users;
- Our employees.

### WHEN PERSONAL INFORMATION IS COLLECTED

Personal information is obtained when:

- You apply/request a quotation;
- You obtain/renew a policy (or a policy under which you may benefit is obtained/renewed);
- You make a claim;
- You use our website, chat or messenger services;
- You respond to marketing / advertisements;
- You contact us for any other reason.

## HOW WE USE YOUR INFORMATION

Information we may collect from you is required:

- To process, arrange or administer an insurance or employment contract;
- For monitoring and/or enforcing our regulatory and compliance requirements;
- For legitimate business interests such as improving our customer service, website or security infrastructure, debt collection and/or to contact you periodically with information on other products that may be important to your business and risk transfer.

## SHARING INFORMATION

We share the information you provide with selected insurance and claims providers, who use your information to provide insurance products and/or services for us. Information is also shared with Feefo, an independent customer feedback service, which allows us to monitor and improve the services we provide.

All parties are contractually and legally obliged to maintain the confidentiality of your information. We do not sell, rent or give customer data to any other third parties.

## COOKIE POLICY

To enable us to monitor, improve and customise our website experience we may collect internet/web log information using cookies. If explicitly accepted by you, some cookies will be stored in your browser or device. Such cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie.

Fully details of any cookies relating to our website(s) can be found in our [Privacy Policy](#).

## MARKETING INFORMATION

We may also use your personal information to provide you with information about our products or services, or those of partners, which may be of interest to you. Our marketing channels are:

- Email Marketing;
- SMS/Messenger Marketing;
- Telephone Marketing;
- Postal Marketing.

You can opt out of receiving any, or all, of these communications at any time. To Stop receiving marketing communication please email us at [help@insyncinsurance.co.uk](mailto:help@insyncinsurance.co.uk).

## KEEPING / RETAINING YOUR INFORMATION

We will retain your personal information for as long as it is necessary to fulfil our obligations detailed under “How we use your information” and in order to comply with our regulatory and legal requirements.

Typically, quotation application data is retained for a period of 3 years. Policy information is retained for a minimum of 7 years from the end of our relationship, but may be longer if claims could still be reported under the policy.

## **PROTECTING YOUR INFORMATION**

Information collected from our via our website and/or web portals is transmitted via Transport Layer Security (TLS). All payment card information is relayed directly to our payment gateway provider, we do not store any payment card information.

Our emails are transmitted via Transport Layer Security (TLS) using Perfect Forward Secrecy (PFS) secure communication.

All personal information you have provided to us is secured on computer servers in a secure, controlled infrastructure which is protected from unauthorised access.

Any data or information received non-digitally is securely scanned to our network and the original destroyed securely and confidentially.

We will only disclose your personal information, without notice, by legal necessity, or if we believe such action is required to:

- Confirm to the edicts of the law, or comply with legal process served on us;
- Protect and defend our rights or property;
- Protect the personal safety of our users, or the public.

We do not transfer any personal information or data outside of the UK or European Union.

## **YOUR RIGHTS**

You have the right to:

- Ask for access to your personal information via a 'subject access request';
- Ask for personal information we hold about you to be corrected;
- Ask for your personal information to be deleted. This enables you to ask us to delete or remove your personal information where there is no good reason for us continuing to process it;
- Object to the processing of your personal information where we are relying on a legitimate interest, and there is something about your particular situation which makes you want to object to processing it;
- Ask for the processing of your personal information to be restricted. This enables you to ask us to suspend the processing of personal information about you;
- Ask for your personal information to be transferred to another party.

## **ACCESS TO YOUR INFORMATION – DATA SUBJECT REQUESTS**

You can find out if we hold any personal information on you and request that information by making a 'subject access request' to us in writing (via letter or email). If we do hold information about you we will:

- Provide you with a description of it;
- Tell you why we are holding it and how long for;
- Tell you who it could be disclosed to;
- Where possible let you have a copy of the information in an intelligible form.

## REMOVING OR UPDATING YOUR INFORMATION

If you believe that the information we hold about you is incorrect, you can ask for it to be updated. You may also ask for your information to be deleted. Please contact us on 0330 1240730 or email [help@insyncinsurance.co.uk](mailto:help@insyncinsurance.co.uk) to amend or delete your information. Please be aware that certain information must be retained for record keeping and compliance purposes.

## OPTING OUT

To opt out of any personal information storage or direct marketing, please contact us on 0330 1240730 or email us at [help@insyncinsurance.co.uk](mailto:help@insyncinsurance.co.uk).

## CONTACT US

You can contact us via the following methods. For Personal Information queries, please refer to the Compliance Manager.

- Telephone: 0330 1240730
- Email: [help@insyncinsurance.co.uk](mailto:help@insyncinsurance.co.uk)
- Address: Insync Insurance Solutions Ltd, 9 Albany Park, Cabot Lane, Poole, BH17 7BX

## MAKING A COMPLAINT

You have the right to submit a complaint about our processing of your personal data. Our supervisory authority is the ICO and submitting a concern, or complaint, can be made using their website: <https://ico.org.uk/concerns/handling/>

## UPDATES TO THIS PRIVATE NOTICE

Our Privacy Notice and Privacy Policy may be subject to regular review and changes to ensure it remains relevant to current regulation and technology advancement. You should check our website for the most up-to-date Privacy Notice.

This Privacy Notice was last updated on 1<sup>st</sup> January 2020.