

## **Privacy Notice**

### **About This Document**

It is important to us that you are aware of the processes used by us in the collection of your personal information, what we do with this information and how we protect it.

Should you have any queries or concerns regarding the information in this document please contact our Data Protection Officer – Patrick Parnell – by email [pparnell@castleinsurance.co.uk](mailto:pparnell@castleinsurance.co.uk) , by telephone 01406 709 302 or by post at our address below.

### **Our Details**

We are Castle Insurance Consultants Ltd, Minerva House, Holbeach Technology Park, Park Road, Holbeach, Lincolnshire, PE12 7PT

Our Company Registration Number is – 04976458

Our FCA Reference Number is - 432951

### **What Information We Collect**

We collect certain types of personal information in order to provide you with the range of services and benefits provided by our company, this information may be collected from you or from a third party.

The type of information we collect could include, but is not limited to, the following:

Name, Address, Date of Birth, Telephone Number, Email Address, Gender, Lifestyle, Marital Status, Family, Dependents, Employment, Convictions, Medical Information, Financial Information and Risk Information (e.g. vehicle details, personal assets, travel patterns, claims experience, etc.).

(Note: Debit/ Credit card details are only ever requested for specific payments, are processed as soon as is practically / technically possible and then the card details are immediately destroyed – they are not retained by us in either electronic or paper form).

### **Who We Collect Information From**

The information we collect, process and keep is primarily provided to us by you or your representative (e.g insurance broker, solicitor, estate agent, accountant, etc.).

Information may also be provided to us by a Third Party (e.g Insurer, Loss Adjustor, etc.) or obtained from publically accessible sources such as the Internet and Social Media.

### **How We Collect Information**

Your Personal Information can be collected by us via Telephone, Email, Post, the Internet (website or social media).

### **How We Secure Your Information**

All personal data we hold about you is held electronically on our password protected IT system or in paper format in a secure office environment. Archive information may be held at a secure third party storage location. Personal contact information may be held on mobile electronic devices used by authorised employees of our business. On occasions, and only when necessary, paper information may be temporarily held away from our office for operational reasons (e.g. client meetings), in this event our staff are aware of the privacy and security issues that relate to this information.

### **What we use your information for and the Legal Basis**

We use your information for the administration of your insurance quotes and policies. This may include, but is not limited to, providing your information to Insurers, Insurance Brokers and other Insurance providers, Loss Adjustors, Claims Administration companies, Solicitors, etc. Administration could include the handling of payments and processing of claims.

We use your information to provide you with advice and other benefits where it is fitting to do so.

We use your information to meet any applicable legal or regulatory obligations.

All personal information is held, processed and retained as is necessary in accordance with our legitimate interests as a business to act in the best interests of our Customers, Suppliers and Employees whilst maintaining a viable business.

### **Marketing**

We may at times provide you with information regarding products and services we feel may be of benefit to you.

We consider that it is a legitimate business interest of ours to keep you informed of insurable (and non-insurable) risks that may be of benefit to you.

Should you wish not to be included in such activities and object to receiving this information you can advise us at any time by contacting our Data Protection Officer, Patrick Parnell – 01406 709 302 - [pparnell@castleinsurance.co.uk](mailto:pparnell@castleinsurance.co.uk)

### **How long we keep your information**

We retain your personal information for as long as we consider necessary to protect & be of benefit to you and to our legitimate interests as a business. This period may be indefinite if we have previously provided you with a contract of insurance, quotation or other service that could lead to a potential claim in the future. (Please see “Your Rights” below)

### **Your rights**

You do not have to provide us with any personal information if you do not wish to, however this would mean that we would potentially be unable to provide you with the services and benefits you require from us including insurance contracts, claims service and advice.

You have the right to obtain access to, and copies, of all personal data we hold about you. You can request that all personal data we hold about you, and provided by you to us, be returned to you in a reasonable, common use and machine readable format. You also have the right to request that we provide this data to another data controller of your choice.

You have the right to require us to erase all of your personal data and also to restrict or object to our processing activities in respect of your data.

You have the right to require us to correct any incorrect personal information that we hold about you and to cease processing your information if it is causing you damage and/or distress

Please note that these rights may be limited by Data Protection legislation or other legal or regulatory issues.