

## **BURROW HUMPHREYS LTD PRIVACY POLICY**

This sets out our commitment to safeguarding and correct use of your personal information, also your legal rights under the General Data Protection Regulation ("GDPR") effective 25<sup>th</sup> May 2018.

Your rights include:-

- The right to complain to the Information Commissioner's Office if you are unhappy with any aspect of our compliance with GDPR. Telephone 0303 1231113 or [www.ico.org.uk](http://www.ico.org.uk).
- The right of access to your information which we hold. There is no charge for our response to your request unless requests are manifestly unfounded or excessive.
- The right at any time to withdraw your consent to our holding your personal information. We would ask for such requests to be in writing, either by letter or e-mail.
- The right of rectification. If our records are incorrect, we will immediately take the necessary action to rectify the matter once this has been brought to our attention.
- The right to be forgotten, i.e. erasure. If you require us to delete your personal information from our records or stop using it, again please make your request in writing. Please note that we may, in law or for regulatory purposes, be required to retain certain information.
- The right to port your data to other providers. If this is required, again please make your request in writing.

### **How We Use Your Personal Information**

Information provided to us may be held, whether or not you purchase a product, on computer, paper or other format. We will hold this information for a reasonable period of time to ensure that a clear and complete history of enquiries, applications, policy records and transactions is maintained.

Your information (some of which may be Special Category Data i.e. sensitive and personal) will be used to administer your insurance with us and, for the same reason, will be passed by us to relevant third parties such as insurers who also undertake to hold this information in accordance with GDPR requirements. It may also be used or disclosed to regulators for the purposes of monitoring and enforcing our compliance with any regulation. Occasionally your personal information may be disclosed to other third parties who are helping us provide our service. They also undertake to hold information in accordance with GDPR requirements.

We also undertake to only collect information which is necessary to administer your insurance with us and protect it with appropriate security measures. We are committed to safeguarding your information.

### **Enquiries/Queries**

Please contact Roger Burrow on 01942 825055 or by e-mail at [rogerburrow@burrowhumphreys.co.uk](mailto:rogerburrow@burrowhumphreys.co.uk).