

## **Privacy Policy**

Collingwood Insurance Services (UK) Limited 'CISL' is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to all CISL web sites and governs data collection and usage. By using the CISL websites, you consent to the data practices described in this statement.

### **Collection of your Personal Information**

CISL collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. CISL also collects anonymous demographic information, which is not unique to you, such as your post code, age, gender, preferences, interests and favourites.

There is also information about your computer hardware and software that is automatically collected by CISL. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by CISL for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the CISL web sites.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through CISL public message boards, this information may be collected and used by others. Note: CISL does not read any of your private online communications.

CISL encourages you to review the privacy statements of web sites you choose to link to from its own sites so that you can understand how those web sites collect, use and share your information. CISL is not responsible for the privacy statements or other content on web sites outside of any websites not controlled by CISL.

### **Use of your Personal Information (including consent)**

CISL collects and uses personal information to operate its web sites and deliver the services requested. It also shares certain personal information with associated businesses that are essential for the continuous provision of your insurance policy.

CISL also shares certain personal information with carefully chosen affiliates or partners to identify and inform you, any person authorised to act on your behalf or individuals for whom you have supplied data of other products or services available from such parties (unless you have asked us not to do so). CISL may contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

CISL and its carefully selected affiliates or partners may, from time to time, contact you, any person authorised to act on your behalf or individuals for whom you have supplied data by post, email, telephone, text or multimedia messages about a particular offering that may be of interest (unless you have asked us not to do so). CISL may also share data with trusted partners to help it perform statistical analysis, or provide customer support. All such third parties are required to maintain the confidentiality of your information.

Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in this policy and that they have not objected to such use of their personal information. Where you give us sensitive data about yourself or another person (such as health details or details of any criminal convictions) you agree (and confirm that the other person has agreed) to our processing such information in the manner set out in this policy.

CISL keeps track of the web sites and pages our customers visit within CISL, in order to determine which services are the most popular. This data is used to deliver customised content and advertising within CISL to customers whose behaviour indicates that they are interested in a particular subject area.

CISL web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on CISL or its sites; (b) protect and defend the rights or property of CISL; and, (c) act under exigent circumstances to protect the personal safety of users of CISL, or the public.

## Insurance Administration

Information will be collected from you and passed to your insurer(s) to assess whether cover can be provided or the premium and terms upon which the policy will be based. Where applicable, such information will include the Driving Licence Number "DLN" of anyone to be covered by this policy. Your Insurer(s) will seek to confirm an individual's licence status, entitlement and any restriction information, in addition to endorsement/conviction data. Where Your Insurer(s) are able to access DVLA records, searches may be carried out prior to You purchasing cover and, in the event You purchase a motor insurance policy, at any point throughout the duration of Your motor insurance policy including any mid-term adjustment and renewal stages. A search of the DVLA's records using the DLN of any person covered by this motor insurance policy for whom We and Your Insurer(s) hold details should not show a footprint against their driving licence.

## Use of Cookies

Cookies are small files stored on a computer's hard drive and are generally harmless.

CISL do not track or collect any personally identifiable information of site visitors. We will not match any data gathered from our site with any personally identifying information from any other source. We will not associate your IP address with any other data held by any third party. We will link any IP addresses with the identity of a computer user.

If you prefer that we do not collect data by using Cookies, you can disable this function within your browser settings.

If you want to remove Cookies that are installed on your computer, you should refer to the instructions for your browser and/or operating system to locate the file or directory that stores cookies.

### Types of Cookies We Use

#### Non-essential cookies

We use these cookies for online marketing purposes, our website works without them and they can be disabled if required. We use them to improve our online marketing effectiveness as outlined below.

Cookie name	Cookie policy
AdWords Retargeting	<p>When you are browsing other websites we use these third party cookies to let us deliver personalised adverts to you, e.g. reminding you to return to complete your quote.</p> <p>You can control advert personalisation on Google and partner websites here: <a href="https://adssettings.google.com/">https://adssettings.google.com/</a></p>
DoubleClick Retargeting	<p>When you are browsing other websites we use these third party cookies to let us deliver personalised adverts to you, e.g. reminding you to return to complete your quote.</p> <p>You can control advert personalisation on Google and partner websites here: <a href="https://adssettings.google.com/">https://adssettings.google.com/</a></p>
Social Media Retargeting	<p>When you are browsing social media sites such as Facebook, Twitter and You tube, we use these third party cookies to let us deliver personalised adverts to you, e.g. reminding you to return to complete your quote.</p> <p>You can control advert personalisation from within the social media sites settings. For example <a href="https://en-gb.facebook.com/ads/settings">https://en-gb.facebook.com/ads/settings</a>.</p>

## **Analytics Cookies**

These cookies allow us to count page visits and traffic sources so we can measure and improve the performance of our site, using a service provided by Google Analytics.

**Cookies Used:** `_utma`, `_utmb`, `_utmc`, `_utmz`

By using the CISL websites you consent to the use of cookies.

## **Security of your Personal Information**

CISL secures your personal information from unauthorised access, use or disclosure. CISL secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

## **Changes to this Statement**

CISL will occasionally update this Statement of Privacy to reflect company and customer feedback. CISL encourages you to periodically review this Statement to be informed of how it is protecting your information.

## **Contact Information**

CISL welcomes your comments regarding this Statement of Privacy. If you believe that CISL has not adhered to this Statement, please contact Collingwood at [compliance@collingwood.co.uk](mailto:compliance@collingwood.co.uk). We will use commercially reasonable efforts to promptly determine and remedy the problem.

Alternatively, should you have any concerns or queries regarding use of your data, please write to the Head of Risk and Compliance at Collingwood House, Redburn Court, Earl Grey Way, North Shields, NE29 6AR.