

Privacy Statement

What personal information do we collect?

Hold Cover will determine the purpose and means of processing of the personal data you provide to us.

Policyholders

We collect personal data about you following your request for a quotation, which includes your name, address and contact information, as well as details of what it is you want to arrange insurance for. In order to quote on certain types of insurance we will need to collect sensitive personal information about you, which can include such things as criminal convictions and company credit scoring.

If there are other people who will be named on the insurance policy, or who will be a beneficiary of the insurance, we may need to collect similar personal information about them too. Before you tell us personal details about another person, you will need to make sure that you have their permission to give us their information and that they understand how we will use it.

Why we need it

We need to collect personal information in order to communicate with you or to obtain insurance quotations that you have asked us for and, if you accept our quotation, to enable us to arrange and subsequently administer the contract of insurance. If you make a claim against your insurance contract, we will need your personal information to process this for you. We will not collect any personal data that we do not need in order to provide our underwriting services to you.

What we do with it

All of the personal data we collect is processed by our staff in the UK. However, for the purposes of IT hosting and maintenance, this information is located on servers within the UK. Information you give to us will be treated as confidential and will not be disclosed other than to insurers, or other specialist or wholesale insurance markets we may use to place your insurance, and in the normal course of arranging and administering your insurance. In the event of a claim, we may need to provide your personal details to a loss adjuster, or other third party who is involved in providing a service in the settlement of your claim.

Information we hold may be used for research or statistical purposes, but this would be on an anonymised basis so that you could not be personally identified.

We will not give anyone else your personal information except on your instructions or authority, or where we are required to by law, or due to our regulatory requirements.

How long we keep it

If you take out a policy with Hold Cover, the contracts we have with insurers require us to keep your personal data for a minimum of seven years after your policy lapses, after which time it will be destroyed or deleted from our systems. If there is no contractual requirement to retain your personal data, we will also destroy or delete it after 7 years to comply with regulatory reporting requirements.

If you have given us your consent to use your information for other purposes, we will keep this data until you notify us that you no longer wish us to use it for the purpose (see below for more information about what this purpose might be).

What we would also like to do

If you have contacted us for a quotation and decided not to take it up and your cover lapses, we would like to contact you at the appropriate time in the future to offer a free, no obligation re-quote. We will never share with or sell your information to a third party.

If our privacy policy changes

From time to time we may update our privacy policy to comply with changes in the law or regulation or to meet current best practice. If our privacy policy changes, we will update our website with the new policy.

Use of cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit <http://www.allaboutcookies.org>.

What are your rights?

If at any point you believe the information, we process on you is incorrect you can ask us to update or correct it. You can also ask to see the information that we hold or ask that it be deleted and/or withdraw your consent at any time. Please be aware however that deleting your information and/or withdrawing your consent will affect our ability to administer your insurance or assist you with a claim or complaint. If this is the case, we will make you aware of the consequences of processing your request so that you can make a fully informed decision. Withdrawal of your consent will not affect the lawfulness of any processing that took place before your consent was withdrawn.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Head of Operations who will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioners Office (ICO) by calling their helpline on 0303 123 1113.