**BROWN BEVAN INSURANCE BROKERS PRIVACY STATEMENT & DATA PROTECTION**

We are committed to treating all our customer and client's personal information as private and confidential. Any disclosure we have to make, will be done so with your consent or where we are required by law to disclose. We will keep all personal data for as long as is necessary, but in any event, for a maximum of 7 years from when you cease being our customer.

Your details will be used for the purposes of:

* Administration.
* Customer services.
* Giving you the opportunity to provide us with feedback on our products and services.
* We may contact you to introduce you to our other products, if you do not wish to be contacted then please tell us.

**PRIVACY POLICY**

To help us maintain high levels of service and efficiency, we will store all the personal information you share with us.

All personal details that you provide will not be shared with anyone who is not within our group of companies or associated third parties or without your written permission, unless we are obliged to do so by law.

Any information given to us will be processed and stored on our secure servers. We use a Third Party software provider, called Open GI, to store your information securely offsite. Open GI is a trading name of Open International. Registered in England No. 1519547. Registered Address: Buckholt Drive, Warndon, Worcester, WR4 9SR.

All information given to us will always be treated in accordance with the Privacy Statement and Data Protections Act 1998.

**DATA PROTECTION - PERSONAL INFORMATION**

Information you provide or we hold, may be used by us, our employees and associated companies to do the following:

* Direct marketing: By submitting your personal details, you agree and consent to receive information about our special offers, promotions, news and other events that may be of interest to you.
* Customer feedback: Customer feedback is an important tool to enable us to continually improve our products and services, we may contact you directly or via an associated company by email or phone to invite you to provide feedback on your experience with us;
* We may contact you in the future by phone, email or SMS text to offer to provide a quote on any one of our insurance products. You can opt out of any such contact at any time.
* We will notify you of any changes or alterations to our company, website and all terms of business.
* To help us detect fraud, misuse or loss.
* To help us recover or manage debt.

Information will be sent to you through the personal data you submitted to us (i.e. email address, postal address or telephone). At any time, you are able to change your marketing preferences or unsubscribe to receiving marketing information, by contacting one our Data Controllers. Clive Bevan [– clive.bevan@brownbevan.co.uk](mailto:–%20clive.bevan@brownbevan.co.uk) or Paul Chillman – [paul.chillman@brownbevan.co.uk](mailto:paul.chillman@brownbevan.co.uk).

If you state that you do not wish to receive any information on direct marketing, this will be honoured, but you may still receive information keeping you informed about our company.

All storage, use and transmission of personal information relating to an individual or a Company are subject to the Data Protection Act and will not be passed on to third parties without your consent, unless where required to do so by law. You can obtain a copy of any details we hold about you, by contacting our Data Controllers. Clive Bevan [– clive.bevan@brownbevan.co.uk](mailto:–%20clive.bevan@brownbevan.co.uk) or Paul Chillman – [paul.chillman@brownbevan.co.uk](mailto:paul.chillman@brownbevan.co.uk).

There might be a fee associated with the release of the information; we will advise you in advance of the fee amount payable.

By providing us with your data, you agree to your data being used, stored and transferred as outlined in this policy.

**CREDIT REFERENCE AGENCIES**

We may search the files of credit reference agencies who will record the search. This information may be shared with credit grantors and used for credit decisions and fraud prevention.

**THIRD PARTY AGENCIES**

We will also provide your information to relevant third parties, such as insurers or credit reference and fraud prevention agencies or to any other interested parties, where required by law, we will disclose any information we hold relating to you whilst still treating all your information as confidential, even when you are no longer a customer. We will not disclose any such information except where a disclosure is made at your request or with your consent or where required to do so by law.

Where necessary, you consent to us processing data that is defined as sensitive by the Data Protection Act for the above purposes. We, and our associated companies, will apply appropriate technical and organisational measures against the unauthorised processing of personal data and against accidental loss or damage to personal data.

**LINKS TO OTHER WEBSITES**

Our website may contain links to other websites that we consider might be of interest to our customers, once you have used these links to leave our site, you should note that we do not have any control. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst within such sites and any such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question before transacting any business through them.

**SECURITY**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

**SUMMARY**

We aim to make our terms easy to understand, if you are unsure, please contact us. We respect your privacy and take every effort to ensure the security of all information you share with us and to make sure it is treated confidentially and is secured.

You may choose to restrict the collection or use of your personal information, if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing or emailing our Data Controller.

We and our associated group of companies will not sell or distribute any of your personal information, given to us, by you, to any third parties unless we have your permission or are required to do so by law. We may use your personal information to send you promotional communications about us and associated third parties which we think you may find interesting.

If you believe that any personal information we have about you is incorrect, incomplete or out of date, please contact us as soon as possible and we will promptly correct this and inform any interested parties subsequently.

Please visit the following website for guidelines on data collection and your rights www.ico.gov.uk

**Brown Bevan Insurance Brokers**

**94 Front Street**

**Arnold**

**Nottingham**

**NG5 7EJ**

**Tel: 0115 8400 700**