



# Sentinel Insurance Solutions Limited

## Privacy Notice

**This Privacy Notice tells you what data we collect, why we collect it and what we do with it. You can also find information on the controls you have to manage your data.**

**Date: May 2018**

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### Introduction

We are committed to ensuring your privacy and personal information is protected. The document that referred you to this notice (for example, your Terms of Business Agreement) sets out the details of Sentinel Insurance Solutions Limited ('Sentinel') that is processing your personal

information; it is the data controller of your personal information and is responsible for complying with data protection laws. For the purposes of this Privacy Notice, references to "**we**" or "**us**" shall refer to Sentinel.

This Privacy Notice should be brought to the attention of any party who is included in your insurance, where they have given your consent to act on their behalf.

By providing your personal information or the personal information of someone included in your insurance, you acknowledge that we may use it only in the ways set out in this Privacy Notice. We may provide you with further notices highlighting certain uses we wish to make of your personal information.

From time to time we may need to make changes to this Privacy Notice, for example, as the result of government regulation, new technologies, or other developments in data protection laws or privacy generally. You should check the Sentinel website periodically to view the most up to date Privacy Notice.

## **1. Our Privacy Principles**

When we collect and use your personal information, we ensure we look after it properly and use it in accordance with our privacy principles set out below, keep it safe and will never sell it.

### **Our Privacy Principles**

1. Personal information you provide is processed fairly, lawfully and in a transparent manner
2. Personal information you provide is collected for a specific purpose and is not processed in a way which is incompatible with the purpose which Sentinel collected it
3. Your personal information is adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed
4. Your personal information is kept accurate and, where necessary kept up to date
5. Your personal information is kept no longer than is necessary for the purposes for which the personal information is processed
6. We will take appropriate steps to keep your personal information secure
7. Your personal information is processed in accordance with your rights
8. We will only transfer your personal information to another country or an international organisation outside the European Economic Area where we have taken the required steps to ensure that your personal information is protected
9. Sentinel does not sell your personal information

## **2. How do we collect your personal information?**

Whilst there are a number of ways in which we collect your personal information, the two main ways we might collect personal information about you are from things you tell us yourself, and from things we ask other people or organisations to share with us. Things you tell us could include conversations we have on the phone, what you've written on an application form or if you email something to us. We might also collect information about you from other people and organisations, such as medical professionals and credit agencies, or by checking databases, such as the electoral register. Please see below for a list of ways we may collect your personal information:

We collect personal information directly from you:

- via enquiry, registration and claim forms;
- via feedback forms and forums;
- when you purchase any of our products or services;
- when you fill out a survey;
- through quotes and application forms;
- via our telephone calls with you, which may be recorded;
- when you provide your details to us either online or offline;

We also collect your personal information from a number of different sources including:

- from credit reference agencies who will supply us with information, including information from the Electoral Register and credit information. Please note that the agencies may record details of the search whether or not your application proceeds;
- from social media where fraud is suspected; and
- via third parties including:
  - third parties who assist us in checking that we are permitted to make claims payments; and
  - third parties such as companies who provide consumer classification for marketing purposes e.g. market segmentation data

### **3. What personal information do we collect?**

We might collect personal information, such as your contact details, information about your bank or credit cards. The information we collect depends on which product or service you're interested in for example if you are interested in self drive hire fleet insurance we'll collect information about you personally, your contact details and details about the business. Please note, in certain circumstances we may request and/or receive "sensitive" personal information about you. For example, we may need access to health records for the purposes of processing claims, or details of any court or HMRC judgments for the purposes of preventing, detecting and investigating fraud. Please see below for a more detailed list of personal information we collect.

The information that we collect will depend on our relationship with you. Where other people are named on your insurance, we may ask you to provide the information below in relation to those people too, if this is relevant to your insurance.

**As Sentinel is the data controller of your personal information we may collect the following about you:**

- Personal information
  - contact details such as name, email address, postal address and telephone number
  - details of any other persons included on your insurance and the relationship to you as the policyholder
  - identification information such as your date of birth, national insurance number, passport and driving licence
  - financial information such as bank details, credit card details and information obtained as a result of our credit checks
  - information relevant to your insurance such as details about your vehicle, property, previous policies or claims, recent damage, information about your travel plans, destination, planned activities and dates of travel

- information relevant to your claim or your involvement in the matter giving rise to a claim ○ information about the nature of your business and commercial assets ○ details of bankruptcies and other financial sanctions such as HMRC investigations ○ your marketing preferences
- Sensitive personal information ○ details of your current or former physical or mental health
  - details concerning sexual life or sexual orientation, for example marital status ○ details regarding criminal offences, including alleged offences, criminal proceedings, outcomes and sentences (previous criminal convictions, bankruptcies and other financial sanctions such as County Court Judgements)

## 4. How do we use your personal information?

We mainly use your personal information to arrange an insurance policy and to provide you with the right services based on your situation. So, if you have a problem, we make sure the right network of providers and specialists are in place and we can also update you quickly on the progress and cost of your claim and keep you safe from fraud. However, there are a number of other reasons why we use your personal information; please see below for a more detailed list of how we use your personal information.

We may process your personal information for a number of different purposes and these are set out in more detail below. Under data protection laws we need a reason to use and process your personal information and this is called a legal ground. We have set out below the main reasons why we process your personal information and the applicable circumstances when we will do so. When the personal information we process about you is classed as sensitive personal information (now known as ‘Special Categories’) (such as details about your health, sexual orientation or criminal offences) we must have an additional legal ground for such processing, or where appropriate, we apply a specific exemption for insurance purposes.

- Processing is necessary in order for us to arrange your insurance policy and services, such as assessing your application and setting you up as a policyholder, administering and managing your insurance policy, providing all related services, providing a quote, handling and paying claims and communicating with you. In these circumstances, if you do not provide such information, we may be unable to arrange insurance for you or process your claim.
- Where we have a legal or regulatory obligation to use such personal information, for example, when our regulator, the Financial Conduct Authority (FCA) and our data protection regulator, the Information Commissioner's Office (ICO) wish us to maintain certain records of any dealings with you.
- Where we need to use your personal information to establish, exercise or defend our legal rights, for example when we are faced with any legal claims or where we want to pursue any legal claims ourselves.
- Where we need to use your personal information for reasons of substantial public interest, such as investigating fraudulent claims and carrying out fraud, credit and antimoney laundering checks.

- Where we have a specific legal exemption to process sensitive personal data for insurance purposes. This exemption applies where we need to process your information as an essential part of the insurance cover, for example health data.
- Where you have provided your consent to our use of your personal information. We will usually only ask for your consent in relation to processing your sensitive personal information (such as health data) or when providing marketing information to you (including information about other products and services). This will be made clear when you provide your personal information. If we ask for your consent we will explain why it is necessary. Without your consent in some circumstances, we may not be able to arrange insurance for you or handle claims or you may not be able to benefit from some of our services. Where you provide sensitive personal information about a third party we will ask you to confirm that the third party has provided his or her consent for you to act on their behalf.
- Where we have appropriate legitimate business needs to use your personal information such as maintaining our business records, developing and improving our products and services, all whilst ensuring that such business need does not interfere with your rights and freedoms and does not cause you any harm.
- Where we need to use your sensitive personal information such as health data because it is necessary for your vital interests, this being a life or death matter.

**You will find details of the legal grounds we rely on for each use of your personal information below.**

<b>Why we need your personal information</b>	<b>Personal information we may process for the purpose required shown opposite shall include, but shall not be limited, to the types of information set out below</b>	<b>Legal grounds for processing</b>
<p>1. To review your insurance application and arrange a quotation.</p>	<p>Your contact details, your age and the age of other person(s) included on the policy (business partners, employees, customers).</p> <p>Information about your possessions such as your vehicle, your driving history; any information about your property, past claims, recent damage; information about your business premises and vehicles.</p> <p>Information about your travel plans, destination, planned activities, dates of travel.</p> <p>Information about the nature of your business and commercial assets.</p> <p>Sensitive personal information including any penalties you may have for driving offences.</p>	<p>Legal ground: such use is necessary in order to provide your insurance policy.</p> <p>Legal ground for sensitive personal information: Where appropriate we apply an exemption for insurance purposes.</p>

<p>2. To administer, arrange and service your insurance policy, assess eligibility for and handling and paying claims.</p>	<p>Your contact details, your age and the age of other person(s) included on the policy (business partners, employees, customers)</p> <p>Information about your possessions such as your vehicle, your driving history; any information about your property, past claims, recent damage; information about your business premises and vehicles</p> <p>Information about your travel plans, destination, planned activities, dates of travel.</p>	<p>Legal grounds: such use is necessary in order to provide your insurance policy and we have a legitimate business need to use your personal information to administer your insurance policy and handle any claims.</p>
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<b>Why we need your personal information</b>	<b>Personal information we may process for the purpose required shown opposite shall include, but shall not be limited, to the types of information set out below</b>	<b>Legal grounds for processing</b>
	<p>Information about the nature of your business and commercial assists.</p> <p>Sensitive personal information including any pealties you may have for driving offences.</p>	<p>Legal grounds for sensitive personal information: Where appropriate we apply an exemption for insurance purposes or you have provided your consent. Please note that, in some cases, if you do not provide your consent, we may not be able to pay claims.</p>
<p>3. To communicate with you and resolve any complaints you may have.</p>	<p>Your contact details and any information relevant to your insurance policy.</p>	<p>Legal grounds: such use is necessary in order to arrange your insurance policy and we have a legitimate business need to resolve any complaints.</p> <p>Legal grounds for sensitive personal information: such use is necessary for the purposes of establishing, exercising or defending our legal rights, where you have provided your consent or where appropriate we have applied an exemption for insurance purposes.</p>

<p>4. To evaluate your application and ability to pay for your insurance contract by instalments. More information on how we use your information to do this is available under Note 1 below.</p>	<p>Your contact details and bank account details</p>	<p>Legal ground: such use is necessary in order to provide your insurance policy</p>
<p>5. To prevent, detect and investigate fraud. More information on how we use your information to do this is available under Note 2 below.</p> <p>Technology may include voice analytics.</p>	<p>Your contact details, your age and the age of other person(s) included on the policy (business partners, employees, customers).</p> <p>Information about your possessions such as your vehicle, your driving history; any information about your property, past claims, recent damage; information about your business premises and vehicles.</p> <p>Information about your travel plans, destination, planned activities, dates of travel.</p> <p>Information about the nature of your business and commercial assists.</p>	<p>Legal grounds: such use is necessary in order to provide your insurance policy and we have a legitimate business need to prevent fraud.</p> <p>Legal ground for sensitive personal information: we need to use your personal information for reasons of substantial public interest to prevent and detect fraud.</p>

<p><b>Why we need your personal information</b></p>	<p><b>Personal information we may process for the purpose required shown opposite shall include, but shall not be limited, to the types of information set out below</b></p>	<p><b>Legal grounds for processing</b></p>
	<p>Information available in the public domain or on social media.</p> <p>Sensitive personal information including any penalties you may have for driving offences.</p>	
<p>6. For the purposes of debt recovery (where you have not paid for your insurance contract).</p>	<p>Information about you, your name, address, email address, contact details and bank account details</p>	<p>Legal ground: we have a legitimate business need to recover any debt.</p>

<p>7. For our own management information purposes including; managing our business operations such as maintaining accounting records, analysis of financial results, internal audit requirements, receiving professional advice (e.g. tax or legal advice). We also undertake measures to secure our system and to ensure the effective operation of our systems. More information on how we use your information to do this is available under Note 3 below.</p>	<p>Your contact details, your age and the age of other person(s) included on the policy (business partners, employees, customers).</p> <p>Information about your possessions such as your vehicle, your driving history; any information about your property, past claims, recent damage; information about your business premises and vehicles.</p> <p>Information about your travel plans, destination, planned activities, dates of travel.</p> <p>Information about the nature of your business and commercial assets.</p> <p>Sensitive personal information including any penalties you may have for driving offences.</p>	<p>Legal grounds: we have a legitimate business need to use your personal information to understand our business and monitor performance and maintain appropriate records, to protect the security of our systems</p> <p>Legal ground for sensitive personal information: Where appropriate we apply an exemption for insurance purposes.</p>
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Why we need your personal information	Personal information we may process for the purpose required shown opposite shall include, but shall not be limited, to the types of information set out below	Legal grounds for processing
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Why we need your personal information	Personal information we may process for the purpose required shown opposite shall include, but shall not be limited, to the types of information set out below	Legal grounds for processing
<p>11. Providing marketing information to you (including information about other products) in accordance with preferences you have expressed.</p>	<p>Your name, contact details, marketing preference</p>	<p>Legal ground: you have provided your consent</p>

**Note 1 - How does Sentinel evaluate your ability to pay for your insurance policy by instalments?**

The insurance company(ies) we recommend to you may use scoring methods to assess your application, to verify your identity and determine finance charges. Searches and other information which is provided to us and/or the credit reference agencies about you and those with whom you

are linked financially, may be used by us/insurance companies if you, or other members of your household, apply for other facilities including insurance applications and claims. This personal information may also be used for debt tracing and the prevention of money laundering as well as the management of your account.

### **Note 2 - How does Sentinel use your information to prevent, detect and investigate fraud?**

When you take out a motor insurance policy, the Insurer will add your policy details to the Motor Insurance Database ("MID"), run by the Motor Insurers' Information Centre ("MIIC"). MID data may be used by the Driver and Vehicle Licensing Agency ("DVLA") and the Driver and Vehicle Licensing Northern Ireland for the purpose of electronic vehicle licensing and by the police for the purposes of establishing whether a driver's use of a vehicle is likely to be covered by a motor insurance policy and for preventing and detecting crime. If you are involved in an accident, whether in the UK or abroad, other UK insurers, the Motor Insurers' Bureau and MIIC may search the MID to obtain relevant policy information.

Persons pursuing a claim in respect of a road traffic accident (including citizens of other EU countries) may be entitled to access relevant information held about you on the MID. You can find out more about this from the [Motor Insurance Bureau](#).

To help keep premiums low many insurers do participate in a number of industry initiatives to prevent and detect fraud. To help prevent crime they may at any time: approach the DVLA to check all or any relevant driving licence details of anyone named on the policy; share information about you with other organisations and public bodies including the police; share information about you and any other named persons on the policy with other insurers; pass the details you have supplied to recognised centralised insurance industry applications, policy and claims checking systems (for example, the Motor Insurance Anti-Fraud and Theft Register, Claims and Underwriting Exchange (CUE), CI FAS, No Claims Discount (NCD) database and all DVLA databases) where those details will be checked and updated; load your details and any information or documents you provide us to the Insurance Fraud Register (please note that this may affect future applications for insurance products) and verify with fraud prevention agencies and databases including publicly available data (for example on County Court Judgements, bankruptcy information and electoral roll data) any details you have provided us with. If false or inaccurate information is provided and if fraud is suspected, details will be passed to fraud prevention agencies to prevent fraud and money laundering and they will periodically search records held by fraud prevention and credit reference agencies

to: help make decisions about credit services for you and your financial associates; help make decisions on insurance policies and claims for you and your financial associates; trace people who owe money, recover debt, prevent fraud and to manage your insurance policies; check your identity to prevent money laundering; carry out credit searches, electoral roll searches and further fraud searches.

### **Note 3 - How does Sentinel use your information for Management Information purposes?**

We use your personal information to help us understand our business and monitor our performance, for example, to help improve how we provide advice.

We also look to see where there might be trends in geographical areas for a high or even low tendency to claim to ensure we offer the best advice or even a different type of service.

#### **Note 4 - How does Sentinel use your information for analytical purposes and to improve our products and services?**

We may use your personal information for research and statistical analysis about the products and services we provide.

By analysing the information you provide we can tailor and improve our services to better suit our customer's needs. Please note we will only ever market to you if you provide your explicit consent.

## **5. Who do we share your personal information with?**

We will share your personal information with insurance company(ies) that may be able to provide the insurance policy you need. We won't share any of your personal information other than for the purposes described in this Privacy Policy.

Other parties that we may share personal information with for the purposes described in this Privacy Policy are:

- Your relatives or, guardians (on your behalf where you are incapacitated or unable) or other people or organisations associated with you such as your solicitor
- Where you have named an alternative contact (such as a relative) to speak with us on your behalf. Once you have told us your alternative contact, this person will be able to discuss all aspects of your policy (including claims and cancellation) with us and make changes on your behalf.
- Your Road Relay Agent, such as the AA or Greenflag
- Insurers, reinsurers or other companies who act as insurance distributors
- Other third parties who assist in the administration of insurance policies such as another Insurance Company if there has been an accident which requires a claim to or from that Insurance Company
- Fraud detection agencies and other third parties who operate and maintain fraud detection registers

- The police and other third parties or law enforcement agencies where reasonably necessary for the prevention or detection of crime
- Motor Insurers' Information Centre and the DVLA
- Passing information to a third party for the purpose of validating your No Claims Discount (NCD) entitlement and this may be made available to other insurers
- Also to other companies or insurers for the purpose of validating your NCD entitlement
- Our third party services providers such as IT suppliers, actuaries, auditors, lawyers, marketing agencies, document management providers and tax advisers
- Other suppliers, providers of goods and services associated with this insurance and/or to enable us to deal with any claims you make
- Financial organisations and advisers
- Central Government
- The Financial Ombudsman Service and regulatory authorities such as the Financial Conduct Authority and the Information Commissioner's Office
- Overseas assistance companies
- Loss Adjusters
- Car Hire Companies
- Emergency Assistance Companies
- Debt collection agencies
- Credit reference agencies
- Selected third parties in connection with the sale, transfer or disposal of our business  
Disclosure of your personal information will only be made where the third party has agreed to keep your information strictly confidential and shall only be used for the specific purpose for which we provide it to them.

We may also disclose your personal information to other third parties where:

- we are required or permitted to do so by law or by regulatory bodies such as where there is a court order, statutory obligation or Financial Conduct Authority or Information Commissioners Office request; or
- we believe that such disclosure is necessary in order to assist in the prevention or detection of any criminal action (including fraud) or is otherwise in the overriding public interest.

Some of the recipients set out above may be in countries outside of the EEA. Where we make a transfer of your personal information outside of the EEA we will take the required steps to ensure that your personal information is protected. Such steps may include placing the party we are transferring personal information to under contractual obligations to protect it to adequate standards. Occasionally there may also be some circumstances where we are required to transfer your personal information outside of the EEA and we shall rely on the basis of processing it for being necessary for the performance of your contract.

## **6. How long do we keep records for?**

In most cases, we only keep your information for as long as the regulations say we have to. This is usually between three and ten years after our relationship with you ends but it will vary depending on what data we hold, why we hold it and what we're obliged to do by the regulator or the law.

We will only keep your personal information for as long as reasonably necessary to fulfil the relevant purposes set out in this Privacy Notice and in order to comply with our legal and regulatory obligations. The time period we retain your personal information for will differ depending on the nature of the personal information and what we do with it. How long we keep personal information is primarily determined by our regulatory obligations. We typically keep quote information for 3 years, and policy and claims records for up to 10 years from the end of our relationship with you. In some cases, such as if there is a dispute or a legal action we may be required to keep personal information for longer. Long-term insurance products such as liability insurance is kept for an extended period.

## 7. Your Rights

**Before 25 May 2018:** At any time, you can ask us to correct your details, to stop sending you any marketing messages or for a copy of your personal information. We'll either do what you've asked, or explain why we can't - usually because of a legal or regulatory issue.

**25 May 2018 onwards:** You can ask us to do various things with your personal information. For example, at any time you can ask us for a copy of your personal information, ask us to correct mistakes, change the way we use your information, or even delete it. We'll either do what you've asked, or explain why we can't - usually because of a legal or regulatory issue. For further details about your rights please see below

### **Note: the following is to be used prior to 25 May 2018**

You have a number of rights in relation to our use of your personal information including the right to:

- ask us to correct your personal information if it is wrong
- object to processing of your personal information in certain circumstances
- object to direct marketing.

You can make any of the requests set out above at any time by using the contact details shown in your documentation. Please note in some cases we may not be able to comply with your request for reasons such as our own obligations to comply with other legal or regulatory requirements. However, we will always respond to any request you make and if we can't comply with your request, we will tell you why.

You have the right to:

- obtain a copy of the personal information we hold about you and certain details regarding how we use it. Please note that there will be a £10 charge for this. You can make a request by contacting the Data Protection Office - See Section 9 Contact Details of the Data Protection Office.

### **Note: the following is to be used from 25 May 2018 onwards**

You have the following rights in relation to our use of your personal information.

#### **The right to access your personal information**

You are entitled to a copy of the personal information we hold about you and certain details of how we use it. There will not usually be a charge for dealing with these requests. Your personal information will usually be provided to you in writing, unless otherwise requested, or where you have made the request by electronic means, in which case the information will be provided to you by electronic means where possible.

### **The right to rectification**

We take reasonable steps to ensure that the personal information we hold about you is accurate and complete. However, if you do not believe this is the case, please contact us by using the details shown in your documentation and you can ask us to update or amend it.

### **The right to erasure:**

In certain circumstances, you have the right to ask us to erase your personal information, for example where the personal information we collected is no longer necessary for the original purpose or where you withdraw your consent. However, this will need to be balanced against other factors, for example according to the type of personal information we hold about you and why we have collected it, there may be some legal and regulatory obligations which mean we cannot comply with your request.

### **Right to restriction of processing:**

In certain circumstances, you are entitled to ask us to stop using your personal information, for example where you think that the personal information we hold about you may be inaccurate or where you think that we no longer need to process your personal information.

### **Right to data portability:**

In certain circumstances, you have the right to ask that we transfer any personal information that you have provided to us to another third party of your choice. Once transferred, the other party will be responsible for looking after your personal information.

### **Right to object to direct marketing:**

You can ask us to stop sending you marketing messages at any time. Please see the Marketing section for more information.

### **Right not to be subject to automated-decision making:**

Some of the insurers' decisions are made automatically by inputting your personal information into a system or computer and the decision is calculated using certain automatic processes rather than employees making those decisions.

The insurers' Privacy Notices will explain how an individual insurer use automated-decision making. You would need to read the particular's insurer privacy notice.

**You have a right not to be subject to some automated decision-making and where automated decision-making used in the assessment of your application or fraud prevention, you can contact us to request that any declined decision is reconsidered. If you**



want to opt out of automatic decision-making, let us know, although in some circumstances it may mean we can't offer you a quote or arrange insurance as some automated decisions are necessary to provide your insurance policy.

**The right to withdraw consent:**

For certain uses of your personal information, we will ask for your consent. Where we do this, you have the right to withdraw your consent to further use of your personal information. Please note in some cases we may not be able to process your insurance if you withdraw your consent.

**The right to lodge a complaint**

You have a right to complain to the ICO at any time if you object to the way in which we use your personal information. More information can be found on the Information Commissioner's Office website: <https://ico.org.uk/>

You can make any of the requests set out above using the contact details provided to you in your contract documentation. Please note that in some cases we may not be able to comply with your request for reasons such as our own obligations to comply with other legal or regulatory requirements. However, we will always respond to any request you make and if we can't comply with your request, we will tell you why.

## **8. Marketing**

You're in control of how we use your information for marketing. We will only contact you if you've agreed it's okay. Then, we might use your information to tell you about products and services that could interest you.

We are committed to only sending you marketing communications that you have clearly expressed an interest in receiving. If you wish to unsubscribe from emails sent by us, you can always contact us using the details set out in your documentation to update your contact preferences. In such circumstances, we will continue to send you service related (nonmarketing) communications where necessary.

We would like to keep you informed, from time to time about relevant products and services. We may do this by mail, email, telephone or other electronic methods such as text message.

Please note that we may retain any data provided to us on our websites for a limited period, even if you do not complete your quote. The information may be used to enquire as to why you did not complete your quote for us to better understand your needs but only if you have agreed for us to contact you.

To download a full copy of this Privacy Policy in PDF format, please visit:

[www.sentinel-solutions.co.uk/privacy-notice](http://www.sentinel-solutions.co.uk/privacy-notice)

## **9. Contact Details of the Data Protection Office**

If you wish to contact the Data Protection Office the details are below:

### **The Data Protection Office**

#### **Sentinel Insurance Solution Limited**

**1 City Limits  
Danehill  
Lower Earley  
Reading  
RG6 4UP**

If you would like to contact the UK's Information Commissioner's Officer direct; please write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Telephone: 0303 123 1113 (local rate) or 01625 545 745.

## **10. Sentinel Insurance Solutions Limited**

Sentinel Insurance Solutions Limited is a private limited company with company number 6596326.

Its Head Office is Asset House, 28 Thorpe Wood, Peterborough, PE3 6SR, Telephone Number: 01733 788333.

Its Claims and Administrative Centre is 1 City Limits, Danehill, Lower Earley, Reading, RG6 4UP. Telephone Number: 01189 311008.

Sentinel Insurance Solutions Limited is authorised and regulated by the Financial Conduct Authority.

## **11. Sentinel Insurance Solutions Limited's data privacy declaration**

Your personal information can help us give you a better, more personalised service. However, looking after that data brings responsibility. We take our responsibilities seriously, so we keep your data safe, confidential and will never sell it. If you ask us to, we'll tell you exactly what information we have so you can be sure it's up-to-date and accurate.

### **Sentinel's Data Privacy Declaration**

Sentinel's mission is to help you, our customers, live your lives with more peace of mind by protecting your family, your property and your assets against risks. Doing so involves the collection of data so that we understand the nature of these risks that we cover for you, and that we may provide you with the right products and services to meet your needs.

Protecting your personal information is essential. This is why we considered it important to share with you the principles that will guide us with regard to the treatment of personal information.

### **11.1. Our Commitment to Safeguard Personal Information**

We know that respecting the confidentiality of personal information is critical to preserving your trust and therefore have developed security procedures and we use a range of organisational and technical security measures designed to protect your personal information from unauthorised use or disclosure.

### **11.2. Our Commitment in Respect to the Use of Personal Information**

We provide you with up-to-date prevention and protection solutions, through an in-depth and well-informed understanding of the risks you face. To do this, we collect your personal information and use it in compliance with data protection laws.

We have in place procedures and contractual arrangements designed to ensure that all employees, sales representatives, advisers and service providers keep client files confidential.

Our customers often entrust us with sensitive personal information in connection with insurance coverage we arrange for them - both at the time of their initial subscription and during the term of their coverage. We view ourselves as custodians of this data and do not sell it to third parties. We may market products jointly with other companies in cases where we believe there is a unique or compelling value proposition for our customers.

### **11.3. Our Commitment to Dialogue and Transparency**

As the leading self drive fleet motor insurance broker we play an important part in developing fleet motor insurance in the UK. We will always maintain personal information protection.

We will keep pace with future developments surrounding data privacy to adapt them to your evolving needs.

For more information please contact us on 01189 313.



