



Privacy Notice for Insurance

Information Held About you

The Transactional Team deals with the administration of insurance related work on behalf of Hoople Ltd.

In order to provide this service it is necessary to have access to and hold personal information about you. This information will include:-

- Name, address, telephone number and email address
- Employment related details such as driving license, sickness record
- Personal information in relation to a specific insurance claim

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller and Data Processor for the information outlined in this privacy notice is Hoople Ltd..

How will we use the Information we hold about you?

We will collect information about you (where applicable) to:-

- Effectively manage the administration of any insurance related query or insurance claim involving Hoople Ltd.

What is the legal basis for us to process your data?

The legal basis for processing the data is

- Hoople Ltd's legal requirement to maintain and manage appropriate insurance claims handling procedures

Who we will share your information with

The information that we hold may be shared in part with :-

- Hoople Ltd's appointed Insurance Company
- Legal professionals

On occasions your information may be accessed by contracted IT support organisations in the delivery of IT support for both the IT infrastructure and associated systems. Access by IT support will only be for such reasons as fixing any technical software issues and any viewing of data will be incidental to this.

We will not share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How Long do we Keep your Records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for 8 years. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to Hoople Ltd, Data Protection Officer, Plough Lane, Hereford HR4 0LE or via email, data.protection@hoopleltd.co.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>