

Turners Insurance

Insurance Solutions Since 1978

Turner & Company t/a Turners Insurance

Privacy Notice

(How information about you will be used)

➤ **Lawful Basis For Processing Data:**

Processing data is necessary for the purposes of legitimate interest pursued by Turners Insurance. Except where such interests are overridden by the interests, rights or freedoms of the data subject (you)

➤ **What Information We Collect About You:**

We may collect information including, but not limited to, the following. Name & address(s), date of birth, telephone numbers, e-mail address, criminal & motoring convictions, insurance claims history, and any other information relating to the things you may wish to insure.

➤ **Why We Collect Information About You:**

When you contact us for an insurance quotation we collect the relevant information needed, so insurance underwriter(s) are able to calculate a premium, the information varies dependent on the risk to be insured, as you may wish to change the insurance cover you have on your policy or update your personal details relating to your insurance.

➤ **When We Collect This Information:**

We collect this information during our meetings and /or the telephone conversation with you and through the completion of proposal forms.

➤ **Others Acting On Your Behalf:**

If you would like somebody else to talk to and deal with us about your policy(s), please let us know. We may only do so if, you have given written or verbal authorisation, they are your legal representative or if you are struggling to understand your insurance terms and conditions due to a language barrier.

➤ **How We Store Your Personal Data:**

We hold your personal data electronically and this system is securely backed up. We also store information in paper form in a secure environment.

➤ **How Your Information Will Be Used And Who Might We Share It With:**

The relevant information collected will be passed to an insurance broker/underwriter to enable them to calculate a competitive insurance quotation to meet your requirements and/or handle any claims you are making under the policy.

In order to obtain the most competitive cover it may be necessary to pass your information to other insurance intermediaries who are also regulated by the Financial Conduct Authority.

Information provided by you may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

We may share your data with other third parties in order to meet our legal or regulatory

Requirements or to process the service you may require from us.

Should you wish to pay your premium by instalments we may pass your information to a premium finance provider. However, this will not be done without discussing payment options with you first.

➤ **How Long We Will Keep Your Data For:**

We will retain any information we have collected about you for up to 6 years after our Professional relationship has terminated, However, data held electronically, or alternatively Where we consider it to be to your advantage to keep such data, this may be retained for longer.

➤ **Your Rights Of Access To Your Data:**

Under the General Data Protection Regulation (GDPR) you have the right, to obtain a copy of your personal information that we hold about you for free of charge. If you believe any information held is incorrect or incomplete, you should contact us (see contact details below)

Any information which is found to be incorrect or incomplete will be amended promptly upon your instructions.

➤ **Right To Erasure:**

You have the right to request the deletion or removal of your personal data if you feel there is no compelling reason for its continued processing.

➤ **Your Rights To Object:**

Under the General Data Protection Regulation (GDPR) you have the right to object to us processing personal data based on grounds relating to your particular situation. If you object to us processing your personal data we will stop unless: there are compelling legitimate grounds for the processing which override your interests, rights and freedoms or, the processing is for the establishment, exercise or defense of a legal claim.

➤ **Your Right To Complain:**

You have a right to complain to the information commissioner's office if you feel there is a problem with the way turners insurance is handling your data.

Please contact <https://ico.org.uk/concerns/handling/>

➤ **Marketing:**

Here at Turners Insurance we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

We will not use your information or share your information with any other company for marketing purposes without your prior consent.

Please note that this privacy notice may be subject to change at any time relating to the GDPR.

➤ **Contact Details:**

If you need any further information or need to contact us please write to us at:

3 Catherine Wheel Mews
High Street
Botley
Hants
SO30 2EA

Contact Mr Bally Pottiwai:
Tel: 01489 788000
Mob: 07973 280072
Email: info@turnersinsurance.co.uk
Web: www.turnersinsurance.co.uk