

## **Privacy Policy**

Collingwood Insurance Services (UK) Limited 'CISL' is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the CISL web site and governs data collection and usage. By using the CISL website, you consent to the data practices described in this statement.

### **Collection of your Personal Information**

CISL collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. CISL also collects anonymous demographic information, which is not unique to you, such as your post code, age, gender, preferences, interests and favourites.

There is also information about your computer hardware and software that is automatically collected by CISL. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by CISL for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the CISL web sites.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through CISL public message boards, this information may be collected and used by others. Note: CISL does not read any of your private online communications.

CISL encourages you to review the privacy statements of web sites you choose to link to from its own sites so that you can understand how those web sites collect, use and share your information. CISL is not responsible for the privacy statements or other content on web sites outside of the CISL family of web sites.

### **Use of your Personal Information (including consent)**

CISL collects and uses personal information to operate its web sites and deliver the services requested. It also shares certain personal information with carefully chosen affiliates or partners to identify and inform you, any person authorised to act on your behalf or individuals for whom you have supplied data of other products or services available from such parties (unless you have asked us not to do so). CISL may contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

CISL and its carefully selected affiliates or partners may, from time to time, contact you, any person authorised to act on your behalf or individuals for whom you have supplied data by mail, email, telephone, text or multimedia messages about a particular offering that may be of interest (unless you have asked us not to do so). CISL may also share data with trusted partners to help it perform statistical analysis, or provide customer support. All such third parties are required to maintain the confidentiality of your information.

Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in this policy and that they have not objected to such use of their personal information. Where you give us sensitive data about yourself or another person (such as health details or details of any criminal convictions) you agree (and confirm that the other person has agreed) to our processing such information in the manner set out in this policy.

CISL keeps track of the web sites and pages our customers visit within CISL, in order to determine which services are the most popular. This data is used to deliver customised content and advertising within CISL to customers whose behaviour indicates that they are interested in a particular subject area.

CISL web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on CISL or its sites; (b) protect and defend the rights or property of CISL; and, (c) act under exigent circumstances to protect the personal safety of users of CISL, or the public.

### **Use of Cookies**

The CISL web sites use "cookies" to help you personalise your online experience. A cookie is a text file that is

placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalise CISL pages, or register with CISL sites or services, a cookie helps CISL to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same CISL web site, the information you previously provided can be retrieved, so you can easily use the CISL features that you customised.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the CISL services or web sites you visit.

### **Security of your Personal Information**

CISL secures your personal information from unauthorised access, use or disclosure. CISL secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

### **Changes to this Statement**

CISL will occasionally update this Statement of Privacy to reflect company and customer feedback. CISL encourages you to periodically review this Statement to be informed of how it is protecting your information.

### **Contact Information**

CISL welcomes your comments regarding this Statement of Privacy. If you believe that CISL has not adhered to this Statement, please contact Collingwood at [webmaster@collingwood.co.uk](mailto:webmaster@collingwood.co.uk). We will use commercially reasonable efforts to promptly determine and remedy the problem.

Alternatively, should you have any concerns or queries regarding use of your data, please write to the Compliance Manager at Collingwood House, Redburn Court, Earl Grey Way, North Shields, NE29 6AR.