



# HIGHHOUSE INSURANCE SERVICES LIMITED

Title	Privacy Policy
Date Created	16 <sup>th</sup> May 2018
Approved By	Neil Kimber
Summary	This document outlines Highhouse's privacy policy
Version	16 <sup>th</sup> May 2018

This policy sets out how Highhouse Insurance Services Limited (Highhouse) handles personal information in compliance with the Data Protection Act 1998 (the Act), the Data Protection Bill 2018 and the General Data Protection Regulations 2017. Highhouse recognises the importance of correct and lawful processing of personal data in maintaining quality, security and compliance. We fully endorse and adhere to the principles set out in the above legislation.

Highhouse Insurance Services Limited is both "data controller" and "data processor". It holds information for the reasons given to the Information Commissioner's Office, and may use the information for any of those reasons.

Highhouse Insurance Services Limited has notified the Information Commissioner's Office that we will process personal data for, amongst others, the following purposes:

- evaluation and suitability of our products
- obtaining quotations on your behalf
- communicating and responding to enquiries
- complying to legal and regulatory requirements
- staff administration
- accounts and records
- verification of identity
- data accuracy

The Information Commissioner describes the processing in a register which is available to the public for inspection at: <http://www.ico.gov.uk/> Registration Number: Z9548595

The key reasons we process personal data are to enable us to provide accurate insurance quotations and policies to meet compliance and maintain accurate contact details for our clients. We also seek feedback from our clients about customer service to help us maintain our goal of continual improvement. In addition, we require personal data for staff administration purposes, including payroll administration.

This policy applies to the handling of personal data. This is data relating to an individual who can be identified from the data or from that data and other information which we hold or which is likely to come into our possession. It includes names and e-mail addresses of users to our Portals.



# HIGHHOUSE INSURANCE SERVICES LIMITED

Highhouse Insurance Services Limited ensures that information held on our computer systems and in our paper filing systems is secure from unauthorised or unlawful access, processing, accidental loss, destruction of, or damage. In order to carry out our processes Highhouse Insurance Services Limited may receive information about you from others or give information to others, but we only do this in accordance with the law. Highhouse Insurance Services Limited does not pass personal data to third parties.

Highhouse Insurance Services Limited only collects and records personal information that is necessary to carry out our purpose, nothing more. The information that we record is based on fact and, where opinion is recorded, it is relevant and backed up by evidence. Highhouse Insurance Services Limited verifies that the personal information recorded is accurate.

Highhouse Insurance Services Limited will only share personal data with the client that provided the personal data to Highhouse to verify accuracy of.

Highhouse Insurance Services Limited will only conduct research that assists it in the provision of its compliance obligations; including monitoring opinions and perceptions of its customer service to enable it to deliver it's goal of continual improvement.

We will only retain personal data for the length of the specific process instructed by the client ("data controller"). It is not kept longer than is necessary for that process. We will only retain the personal data of our staff for statutory purpose and period.

Highhouse Insurance Services Limited's website contains links to other websites. This privacy policy only applies to Highhouse Insurance Services Limited website so when you link to other websites you will need to refer to their privacy policies.

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated in May 2018.

Under current UK and European legislation, you have the right to ask (subject access request) to see the data which Highhouse Insurance Services Limited holds about you and why. If you want to see that information, please make your subject access request in writing supplying your full name and address. Please send your request to:

Managing Director  
Highhouse Insurance Services Limited  
101 High Street  
Selsey  
West Sussex  
PO20 0QL

We aim to comply with requests for access to personal data as quickly as possible. We will ensure that we deal with requests within 40 days of receipt unless there is a good reason for delay. We are required to inform the "data controller" of the request. If we are made aware of any likely delays we will notify the requestor as soon as possible.

We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove personal data that you think is incorrect.