



PROFESSIONAL
INSURANCE AGENTS LTD

Head Office
Lion Works
Sidley Road, Eastbourne
East Sussex, BN22 7HB
Tel: +44 (0) 1323 648 000

London Office
Dawson House
5 Jewry Street
London, EC3N 2EX
Tel: +44 (0) 203 857 5270

Privacy Policy

1. Introduction

This privacy policy sets out how Professional Insurance Agents Ltd (including its subsidiaries) uses and protects the information that you may provide when you use our websites and/or submit proposal forms to us.

Professional Insurance Agents Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our websites, you can be assured that it will only be used in accordance with this privacy statement.

Professional Insurance Agents Ltd may change this policy from time to time by updating this document. We would advise you to review our statement periodically to keep up-to-date with the latest changes (this document was last updated in February 2017).

2. What we collect

We may collect the following information:

- name and company name
- contact information including email address, telephone/mobile numbers
- information about your business
- Information defined as “sensitive data” within the Data Protection Act 1998. A non-exhaustive list of examples are shown below:
 - + Financial information
 - + Claims history
 - + Criminal offences committed by you or a member of your family or household

3. What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- In order to offer you products, quotations and administration services, such as insurance broking, risk management and claims management.
- To pass on to certain underwriters/Insurers as part of the services which are provided to you, e.g. as part of the process in obtaining cover on your behalf, or in respect of a claim.
- Internal record keeping.
- We may use the information to improve our products and services.
- From time to time, we may also use your information to contact you for customer service purposes. We may contact you by email, phone, fax or mail.
- We may use the information to customise the website according to your interests.
- It is unlikely, but personal information may be used across overseas territories, if we need to obtain covers on behalf of a client from a non-UK domiciled insurance provider.



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4. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

5. ELTO

We also have to obtain information for 'ELTO' (Employers Liability Tracing Office). This data is required by the FCA (Financial Conduct Authority); our regulator as well as our insurance companies and underwriters to make it easier for employees to gain access to the relevant insurers who provide Employers' Liability cover. Moreover, this process is designed to start to address the issues of historical cover by providing comprehensive lists of insurers who are liable or potentially liable for UK commercial lines Employer's Liability, including future claims in respect of historical policies, hence the reasoning for the collection of this data from employers.

6. How we use cookies

A cookie is a small file which asks permission to be placed on to your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose 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. This may prevent you from taking full advantage of the website.

7. Sanction checking

We are required to carry out sanction checks on clients wishing to purchase insurance products. The UK financial sanctions regime lists individuals and entities that are subject to financial sanctions. HMT (Her Majesty's Treasury) is responsible for implementing, administering and enforcing compliance. Our failure to obtain and check information and data can result in serious consequences, so we as a company check against listings for individuals and entities that could be terrorists or other organisation involvements in financial crime.

8. Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over other third parties' websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not



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governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question. Some brokers and affiliate groups use our Quote & Buy platform.

9. Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission, or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you, please email: info@professionalinsuranceagents.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

10. Marketing

We sometimes need to update you on product changes, details and offers in the insurance markets. Updates of this kind may be sent to both existing and former clients.

You can of course choose to not be sent changes and offers on your insurance needs by opting out. In order to do this, please use the unsubscribe link in the applicable email.

11. Engaging with Professional Insurance Agents Ltd (& its Subsidiaries) through social media

We invite you to contact us via our social media feeds and if you decide to connect with us, this is likely to allow us to access certain information from your social media accounts; including and not limited to the following – name, email address, date of birth, gender, location, likes and posts.

12. Gaining access to our website via a mobile device (mobile phone/tablet)

If you visit our website using a mobile phone and/or tablet device we may collect your unique identifier and mobile device IP address, as well as information relating to your location, mobile carrier/operating system.

13. Information on children

There are some insurance policies, such as Travel cover, where the collection of child information (such as age, medical history etc.) may exist. The collection of this information is purely for the purposes of obtaining quotations for the insurance policies and we would not collect or use this type of information for any other purposes.



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