

United Insurance Brokers Ltd

Privacy Statement



Information about our organisation and websites

United Insurance Brokers Limited is committed to protecting your privacy. We provide this privacy statement to inform you about the type of information we collect from you online and how we use that information. By using our web site you agree to what we say in this privacy statement.

The (<http://www.UIB.co.uk> and <http://www.UIBdirect.co.uk> and <http://www.UIBdirect.com>) web sites are owned by United Insurance Brokers Limited (UIBL), a company incorporated in England and Wales (registered number 2034497) and whose registered office is at 69 Mansell Street, London E1 8AN. UIBL is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Firm Reference number is 307812. These regulatory details can be confirmed on the Financial Services Register web site at <https://register.fca.org.uk/> or by telephoning the FCA on 0800 111 6768 (from within the UK) or +44 20 7066 1000 (from outside the UK). We are permitted by our FCA registration to arrange, and to assist in the administration and performance of, non-investment insurance contracts.

UIBL is registered with the Information Commissioner in the United Kingdom and its notification/registration number is Z4941868 (registration details can be found here: <https://ico.org.uk/ESDWebPages/Entry/Z4941868>). Please note that this link works at the date this privacy statement was last updated, but we cannot be sure it will always continue to do so).

Companies in our group have separate names and identities, but for the sake of simplicity the terms "UIBL," "UIB," "Group," "we" or "our" are used in this privacy statement to refer to all the companies in our group from time to time, unless we say otherwise below.

A visitor to any UIB web site is referred to in this privacy statement as "visitor" "you" or "your".

Collection of personal information

We try to collect personal data about you only with your knowledge and consent. Personal data is information that could identify a specific individual, such as names, addresses, e-mail addresses, and telephone numbers (Personal Information). If, during your visit to any UIB web site, you submit any information to us, you may be providing us with Personal Information.

Use of Personal Information

If you choose to provide us with Personal Information it will be used to provide the information, products or services you request, or which we think may be of interest to you, to communicate with you for the same purpose, or for any other purposes stated at the time at which the data is collected, and subject to any preferences indicated by you at the time.

For example, if you obtain a quotation for insurance, we will collect and use your e-mail address and other contact details only for the purpose of obtaining the insurance, unless we have asked, and you have consented, that we may use your data for marketing or other purposes. Where a fee is payable for a service or product we will also use your Personal Information for billing and payment collection purposes.

Data retention

Data will be held throughout the time that any insurance policies are effective and for 12 months after the expiry for the purposes of contacting you effectively.

How your personal information is kept accurate and up to date

We are committed to ensuring that your Personal Information is kept accurate and up to date at all times. However, we can only make changes to your Personal Information if you notify us. It is your responsibility to let us know if there are inaccuracies or changes to your Personal Information at any time. Please notify us at info@uib.co.uk, or by post at the following address: 69 Mansell Street, London, E1 8AN, United Kingdom (marked for the attention of the Compliance Officer), if there are any changes to, or inaccuracies in, your Personal Information, providing us with sufficient information to identify you, so that all necessary changes can be made to the records that we hold about you.

Security

Transmission of information via the internet is not always secure, however we are committed to ensuring as far as we are able, 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. We cannot guarantee the security of your Personal Information while it is being transmitted to our site; any transmission is at your own risk.

Disclosures of, and the international transfer of, your Personal Information

UIB does not sell or otherwise release your Personal Information to third parties for the purpose of allowing them to market their products or services to you. We may, however, pass your Personal Information to, or allow it to be accessed, by other companies in our Group or third party organisations who provide data processing or IT services for us, or who otherwise assist us in providing services or information that you request.

Since the Group operates in different countries around the world, this may mean that we might transfer your data to other countries, including to destinations outside the European Economic Area (EEA). However, while your Personal Information is in our control, we

always seek to ensure that it receives the same level of protection as it would had it stayed within the EEA, including seeking to ensure that it is kept secure and used only in accordance with our instructions and for the agreed purpose(s).

We will take steps to ensure that your Personal Information is kept secure and used only in accordance with our instructions and for the purposes we have indicated to you at the time the data is collected. We will not transfer sensitive personal information without your specific consent.

We reserve the right to disclose your Personal Information as required by law, or when we believe that disclosure is necessary to protect our rights or to comply with a judicial proceeding, court order, or legal process served on us. Except as set out above, we will not pass your details to any other third party without first obtaining your permission.

Direct marketing

We will only send you marketing material about products and services which we think may be of interest to you if you have indicated that you wish to receive such material. If you no longer wish to receive such marketing material, please contact us at info@uib.co.uk, or by post at the following address: 69 Mansell Street, London, E1 8AN, United Kingdom (marked for the attention of the Compliance Officer at any time to exercise your opt out rights).

Site traffic information and cookies

Servers located within UIB and hosted by third parties (which may be located outside the EEA) automatically log data about your visit to any UIB web site based on your IP address. This information does not identify you as an individual, but identifies the computer or other device you use to access the UIB web site. The information we collect is used to see where the UIB site is being used in the world to ensure coverage, and for click stream analysis to help us better understand site usage. We do not link information automatically logged by such means with Personal Information about specific individuals.

During the course of your visit to any UIB web site we may also automatically download short text files called "cookies" to your computer. Cookies enable us to provide you with a better online experience by enabling the UIB site to know that you have visited before, and in some cases to record preferences in order to personalise your visit. Cookies also assist us to analyse the profile of our visitors. Cookies do not identify the individual user, but only the computer that is being used to view the UIB site. These can be session cookies which are deleted when you close your browser, or persistent cookies which remain on your computer for a longer period of time. We use cookies for two reasons:

- to help us track usage patterns in order to improve and manage UIB web sites; and
- to record preferences in order to personalise your visit.

There are four types of cookies used on UIB web sites. You can still use most of any UIB web site with cookies turned off. You can erase or block cookies by changing the settings on your computer (please refer to your internet browser's help screens or manuals). In a few cases if you remove or block cookies this may reduce the functionality of some sites or prevent access to them depending on your chosen browser options.

For further information visit www.aboutcookies.org. This link will take you to another web site that is opened in a new window. UIB is not responsible for the content of the www.aboutcookies.org web site.

Your right to object and how to access your personal information

If you have any questions relating to the UIB data privacy statement or the personal data we hold about you, or if you want to amend the details we hold about you, please e-mail us at [\[info@uib.co.uk\]](mailto:info@uib.co.uk), or by post at the following address: 69 Mansell Street, London, E1 8AN, United Kingdom (marked for the attention of the Compliance Officer).

Children

UIB does not knowingly collect information from children.

Changes to this privacy statement

We reserve the right to modify this privacy statement from time to time. If we make material changes to this statement, we will notify you here, by e-mail, or by means of a notice on our homepage. By continuing to access any UIB web site after such changes have been made, you are indicating that you accept the changes.

Hyperlinks

We do not endorse, or make any representations about, third party websites. The UIB privacy statement does not cover the personal data you choose to give to unrelated third parties, and we encourage you to review the privacy statement on any third party web sites before submitting your personal information on those sites.

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United Insurance Brokers Limited is an accredited Lloyd's insurance broker, authorised and regulated by the Financial Conduct Authority (FCA).

Broker at **LLOYD'S**