



Tools in Transit – Roadside & Employee

This insurance policy has been arranged on **your** behalf by Motorplus Limited t/a Coplus and is underwritten by Astrenska Insurance Limited. This cover is provided to **you** in return for payment of the premium.

To make a claim:

Call: 0333 241 9553

Address: Coplus, Floor 2 Norfolk Tower, 48-52 Surrey Street, Norwich, NR1 3PA

Claim must be reported as soon as possible.

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Who does it cover?

- The person named on the policy schedule.
- Cover also applies whilst the **vehicle** is being driven by or in the custody and control of an authorised **employee**.

Key requirements

- Following theft or attempted theft of **your property**, there must be visible evidence of forcible and violent entry to **your vehicle** in order to gain access to the **property**.
- **Your property** must be fully hidden from view (for example in a locked boot, locked internal compartment or cargo hold) in order for **your** cover to operate.
- **Your property** must be kept and used for work within the **territorial limits**.

Your responsibility

You must take reasonable care to:

- a) supply accurate and complete answers to all the questions **your** broker may ask as part of **your** application for cover under the policy
- b) make sure that all information supplied as part of **your** application for cover is true and correct
- c) tell **your** broker of any changes to the answers **you** have given as soon as possible.

Coplus is a trading name of Motorplus Limited. Registered in England and Wales with Company No. 03092837.
 Head Office: Floor 2, Norfolk Tower, 48-52 Surrey Street, Norwich NR1 3PA.
 Registered Office: Speed Medical House, Eaton Avenue, Buckshaw Village, Chorley, Lancashire PR7 7NA.
 Motorplus Limited is authorised and regulated by the Financial Conduct Authority (309657).

You must take reasonable care to provide information that is accurate and complete answers to the questions **your** broker asks when **you** take out, make changes to and renew **your** policy. If any information **you** provide is not accurate and complete, this may mean **your** policy is invalid and that it does not operate in the event of a claim or **we** may not pay any claim in full.

If **you** become aware that information **you** have given **your** broker is inaccurate or has changed, **you** must inform them as soon as possible.

This policy must be read together with **your** current schedule, Insurance Product Information Document and any endorsements or certificates. These items together form **your** contract of insurance.

How to make a claim

To notify a claim please call **our** claims department immediately.

Call: **0333 241 9553**

Please quote "Tools in Transit" in all communications.

Our claims line is open 24 hours a day, 365 days a year to assist **you**.

Or **you** can write to **us** at:

Coplus
Floor 2
Norfolk Tower
48-52 Surrey Street
Norwich
NR1 3PA

Your details will be passed to **our** claims team who will handle **your** claim. Any queries in relation to **your** claim, after the initial notification, should be directed to the claims team.

Our regulator and insurer

This insurance is arranged by Motorplus Limited t/a Coplus. Motorplus Limited t/a Coplus are authorised and regulated by the Financial Conduct Authority.

This insurance is underwritten by Collinson Insurance (a trading name of Astrenska Insurance Limited). Registered office: Cutlers Exchange, 123 Houndsditch, London, EC3A 7BU United Kingdom. Registered in England number 01708613. Collinson Insurance is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the United Kingdom, under Firm Reference Number 202846. These details can be checked on the Financial Services Register by visiting: www.fca.org.uk.

Privacy Statement

For full details of how **we** protect **your** privacy and process **your** data please read the Privacy Statement that accompanies this policy. The Privacy Statement can also be viewed online by visiting <https://www.coplus.co.uk/data-privacy-notice>.

How to make a complaint

It is the intention to give **you** the best possible service but if **you** do have any questions or concerns about this insurance or the handling of a claim **you** should follow the Complaints Procedure below:

Sale of the policy:

Please contact **your** broker who arranged the Insurance on **your** behalf.

Claims:

If **your** complaint is about the handling of a claim, please contact:

The Quality Assurance Manager
Coplus
Floor 2
Norfolk Tower
48-52 Surrey Street
Norwich
NR1 3PA
Telephone: **0333 241 9553**
Email: qtm@coplus.co.uk

In all correspondence please state that **your** insurance is provided by Astrenska Insurance Limited.

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If it is not possible to reach an agreement, **you** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten employees.

You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR.

Tel: **0800 123 4567**

Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to **your** statutory rights as a consumer. For further information about **your** statutory rights contact **your** local Citizens Advice Bureau.

If **you** have purchased the insurance policy online, **you** may also raise **your** complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **your** complaint than if **you** contact the Financial Ombudsman Service directly.

Financial Services Compensation Scheme

Astrenska Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if Astrenska Insurance Limited cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.

You may also contact the FSCS on their Freephone number: **0800 678 1100** or **020 7741 4100** or **you** can write to: Financial Services Compensation Scheme, P O Box 300, Mitcheldean, GL17 1DY.

Sanctions

We shall not provide cover or be liable to pay any claim or other sums, including return premiums, where this would expose **us** to any sanction, prohibition or restriction under United Nations resolutions, asset freezing or trade or economic sanctions, laws or regulations of the European Union, United Kingdom, and/or all other jurisdictions where **we** transact business.

Definitions

The words and phrases listed below will have the same meanings wherever they appear in this policy. These words and phrases can be identified in bold throughout the policy.

Wording	Meaning
Accidental Damage	The sudden and unforeseen damage caused to property which is not otherwise specifically excluded from this policy.
Depreciation	The provision for the depreciation of your property over time, calculated at a rate of 10% of the original value of the property at the date it was purchased for each 12 months that the property is owned by you for the first 5 years of ownership.
Employee	Any person under a contract of service with you or any self-employed individual providing you with labour only, or any person hired to, or borrowed by you .
Excess	The first £100 of each and every claim.
Insurer	Astrenska Insurance Limited.
Money	Coins and bank notes used as legal tender, postal and money orders, luncheon vouchers, cheques and traveller's cheques, trading and saving stamps, savings bonds and certificates, travel tickets, gift vouchers, current postal stamps (which do not form part of a collection), debit and credit cards, banker's drafts, giros, unused units in franking machines, sales vouchers or purchase invoices, credit tokens or credit top-up cards.
Overnight	Between the hours of 22:00 and 06:00.
Period of Insurance	The duration between the policy start date, when cover commences and the policy end date, as noted on your policy schedule.
Property	Equipment and/or merchandise belonging to you or for which you are responsible and are used or required for your business or other activities, for example; portable hand tools or portable power driven tools, which are used or required during the course of your insured business activities within the territorial limits .
Sum Insured	A limit as specified in your policy schedule applies in the aggregate for all claims made during any period of insurance . This is the maximum that will be paid out

	during the period of insurance. This could be exhausted over one claim or utilised over multiple claims.
Territorial Limits	The United Kingdom (England, Scotland, Wales, and Northern Ireland, Isle of Man and Channel Islands).
Terrorism	Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
Vehicle	The motor vehicle as described on the policy schedule which is owned and operated by or driven by you or your employee(s) , or the vehicle which you are temporarily responsible for whilst your vehicle is out of use. This vehicle must be insured under a valid motor insurance policy.
We, Us, Our	Motorplus Limited t/a Coplus acting on behalf of Astrenska Insurance Limited.
You/Your	The private individual, company, firm, partnership or trading individual named on the policy schedule.

Cover	
What is covered?	What is excluded?
<p>Upon payment of the premium the insurer will indemnify you in respect of malicious or accidental damage or theft of your property, during the period of insurance and within the territorial limits.</p> <p>Where property is stolen the insurer will pay to replace the property to its original value less deductions for depreciation. The maximum value for depreciation that will be deducted is 50%. The original value must be evidenced by an original purchase order or invoice from the date the property was purchased.</p> <p>Where the property has suffered malicious damage or accidental damage, the insurer will, dependent upon whichever is more economical and subject to the sum insured select, either:</p> <ul style="list-style-type: none"> • Pay to replace the property to its original value less deductions for depreciation. The maximum value for depreciation that will be deducted is 50%. The original value must be evidenced by an original purchase order or invoice from the date the property was purchased; or • Where the property is repairable the insurer will pay the amount required to return the item to a working condition substantially the same as immediately before the occurrence of malicious damage or accidental damage. <p>Your property is covered by this policy whilst it is being loaded on or into, carried or transported by, or temporarily stored in or unloaded from your vehicle.</p> <p>In respect of theft claims, the insurer will pay your claim:</p> <ul style="list-style-type: none"> • Where there is visible evidence of forcible and violent entry to your vehicle in order to gain access to the property; and • Your property must be fully hidden from view (for example in a locked boot, locked internal luggage compartment or external cargo hold which is secured to your vehicle) in order for theft cover to operate. <p>In the event of a claim you are responsible for the payment of any outstanding premium for the policy period of insurance, before the claim is settled.</p>	<p>The following exclusions apply to all sections of this insurance policy:</p> <ol style="list-style-type: none"> 1. The excess, which will be payable by you; 2. Any claim where you or your employee have not complied with the vehicle security requirements, as detailed in the 'Vehicle Security Conditions' section of this policy or any policy terms and conditions; 3. Any claim where you or your employee have not checked your property for more than 48 hours when it has been temporarily stored in your vehicle; 4. Any loss or damage to ropes, chains, toggles, packaging or packing material or sheets; 5. Any claim in respect of property which is stored in a rental warehouse or which is being stored under a contract for storage and distribution; 6. Any claim in respect of money; 7. Any claim in respect of electronic equipment which is property not directly connected to carrying out your work (including but not limited to mobile phones, portable computers or tablets, satellite navigation systems, radios, televisions and cameras); 8. Any claim in respect of watches, furs, jewellery, stamp or coin collections, pictures and other works of art, articles of gold or silver or other precious metals; 9. Any claim where you or your employee are carrying property or loading or unloading property for hire and reward; 10. Any claim in respect of property which forms part of, or is attached to, your vehicle; 11. Any claims where you or your employee have not taken precautions to protect your property against unnecessary or avoidable, theft or damage, or any claims involving negligence on your part; 12. Any claim where the damage is the result of wear and tear, depreciation, deterioration or any other gradually operating cause (including but not limited to damage caused by mould, mildew, vermin, rust and moth, atmospheric and weather conditions); 13. Any claims where property is stolen or maliciously damaged and a valid police crime reference hasn't been provided; 14. Any claims for property where proof of purchase or an invoice has not been provided.

Vehicle Security Conditions (conditions applying to this section of Cover)

Please note that in order to be covered by this policy, **you** must observe all of the following security conditions. If **you** do not comply with these and an event occurs which leads to a claim, then this may mean that the **insurer** cannot pay **your** claim.

1. Ensuring that **you** or **your employee** do not leave **your property** unattended (where **you** or **your employee** cannot see it or reach it within arms' length) when **your vehicle** is unlocked, or when **you** are loading or unloading from **your vehicle**;
2. Ensuring that **property** which **you** are transporting or carrying in **your vehicle** is securely fastened down or attached or contained where possible, to prevent damage to the equipment in the event of sudden braking;
3. Where **your vehicle** is left unattended, any **property** which **you** have temporarily left in the **vehicle** must be fully hidden from view in a locked boot, locked internal compartment or cargo hold. All of the doors and windows of **your vehicle** must be properly closed, locked and all available security measures, such as a **vehicle** alarm must be activated;
4. Where **your vehicle** is left unattended, **you** or **your employee** must undertake a visible check of **your vehicle** at least every 48 hours, whilst **you** or **your employee** are temporarily storing **property** within it;
5. Conditions applying when **your vehicle** is parked or stored **overnight**, in addition to the above conditions:
 - a. **You** or **your employee** must secure **your vehicle** in a locked garage or a building which is locked and secured; or
 - b. **You** or **your employee** must secure **your vehicle** in a compound which is locked and secured;
 - c. **You** or **your employee** must park **your vehicle** on the private off-road driveway which is immediately adjacent to **your** main residence; or
 - d. In a well-lit area which is on the same street as and clearly visible from the property in which **you** or **your employee** is residing **overnight**.

The **overnight** requirement does not apply whilst **you** or **your employee(s)** are undertaking work at a customer's premises between the hours of 10.00pm and 6.00am. The unattended **vehicle** security requirements will apply at all times whenever **your vehicle** is unattended.

If **you** are unable to comply with any of the above conditions then **your property** should be removed from the **vehicle**, as the **insurer** will not pay any claim where **you** have not met these requirements.

Temporary Vehicle Substitution

- If **your vehicle** is temporarily out of use for maintenance, repair or official vehicle testing and **you** are responsible for a temporarily replacement vehicle; or
- **Your vehicle** has permanently been replaced and **you** have notified the broker in which **you** purchased the policy from,

the Tools in Transit policy will provide cover for the **vehicle** which **you** are responsible for, subject to the same **sum insured** as shown on **your** schedule and the terms and conditions of this policy that applies to **your vehicle** during the **period of insurance**.

General conditions

The following conditions apply to all sections of this policy. **You** must comply with them where applicable for **your** insurance to remain in full force and effect.

1. Claims

- a. For **us** to be able to validate **your** claim, **you** must provide **us** with all necessary information that **we** may require, (including but not limited to):
 - i. provide proof of original purchase order or invoice of **your property**; and
 - ii. a valid police crime reference number if **your property** has been stolen or maliciously damaged;
- b. **We** may take possession of the damaged **property** and deal with any salvage in a reasonable manner. However, **you** must not abandon damaged **property** to **us**;
- c. If at the time of the claim **you** are found to have any other insurance which also provides cover for **your property** for theft or damage which has occurred, **we** shall only pay a proportionate share of **your** claim;
- d. **We** may at **our own** expense take such proceedings as **we** think fit, in **your** name, to enforce any rights and remedies against or obtain relief or indemnity from other parties to which **you** shall be or may become entitled or subrogated under this policy. **You** shall at **our** request and expense, do such acts and things as may be reasonably required by **us** for that purpose.

2. Cancellation

If **you** decide that for any reason, this policy does not meet **your** insurance needs then please return it to **your** insurance broker within 14 days from the day of purchase or the day on which **you** receive **your** policy documentation, whichever is the later. On the condition that no claims have been made or are pending, **we** will then refund **your** premium in full.

You may cancel the insurance cover after 14 days by informing **your** insurance broker, however no refund of premium will be payable.

The **insurer** shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 30 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **you** at **your** last known address. Valid reasons may include but are not limited to:

- a. Where the **insurer** reasonably suspects fraud
- b. Non-payment of premium
- c. Threatening and abusive behaviour
- d. Non-compliance with policy terms and conditions
- e. **You** have not taken reasonable care to provide accurate and complete answers to the questions **we** or **your** insurance broker ask.

If the **insurer** cancels the policy and/or any additional covers **you** will receive a refund of any premiums **you** have paid for the cancelled cover, less a proportionate deduction for the time the **insurer** has provided cover.

Where the **insurer's** investigations provide evidence of fraud or misrepresentation, the **insurer** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provided **us** with incomplete or inaccurate information. This may result in **your** policy being cancelled from the date **you** originally took it out and the **insurer** will be entitled to keep the premium.

If **your** policy is cancelled because of fraud or misrepresentation, this may affect **your** eligibility for insurance with the **insurer**, as well as other insurers, in the future.

3. Arbitration Clause

A dispute between **you** and **us** may arise, which may be referred to an arbitrator, who shall be either a solicitor or a barrister who **you** and **we** agree on in writing. If an arbitrator cannot be agreed then an arbitrator will be appointed by the authorised body identified in the current arbitration legislation. The decision of the arbitration shall be final and binding on both parties and he or she will decide who should pay the costs of the arbitration. If costs are awarded against **you**, they are not covered under this policy. This arbitration condition does not affect **your** rights to take separate legal action.

If a disputed claim is not referred to arbitration within 12 months of **your** claim being turned down, **we** will treat the claim as abandoned.

4. Fraudulent Claims

You must not act in a fraudulent way. If **you** or anyone acting for **you**:

- fails to reveal or hides a fact likely to influence whether **we** accept **your** proposal, **your** renewal, or any adjustment to **your** policy;
- fails to reveal or hides a fact likely to influence the cover **we** provide;
- makes a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false;
- sends **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false;
- makes a claim under the policy, knowing the claim to be false or fraudulent in any way;
- makes a claim for any loss or damage **you** caused deliberately or with **your** knowledge; or
- makes a claim which is in any way dishonest or exaggerated;

we will not pay any benefit under this policy or return any premium to **you** and **we** may cancel **your** policy immediately and back date the cancellation to the date of the fraudulent claim. **We** may also take legal action against **you** and inform the appropriate authorities.

5. Statutory Regulations

In all matters relating to the performance of this insurance contract, it is the responsibility of both **you** and **us** that **we** both respectively comply with all Acts of Parliament and with all orders, regulations and bylaws made with statutory authority by Government Departments or by local or other authorities. The cost of meeting the requirements of this clause will be payable by **you** and **us** in **our** own rights respectively.

6. Severability Clause

If any term of this contract of insurance is to any extent invalid, illegal or incapable of being enforced, such term will be excluded to the extent of such invalidity, illegality or unenforceability; all other terms will remain in full force and effect.

7. Acts of Parliament

All references to Acts of Parliament in this policy shall include the equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands and shall include any subsequent amendments, re-enactments or regulations.

General exclusions

The following exclusions apply to all sections of this insurance policy:

- 1 Any other costs which are directly or indirectly caused by the event which led to **your** claim, unless specifically stated in this policy;

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- 2 Any claim which occurs outside of the **period of insurance**;
- 3 Any claims which occurs outside of the **territorial limits**;
- 4 Any manufacturer's defect, mechanical or electrical breakdown or sudden failure or stoppage unless there is external visible damage which supports the sudden failure or stoppage;
- 5 Any damage to **property** as a result of the **property** being inadequately protected due to packaging which was insufficient to withstand ordinary handling during transport or carrying;
- 6 Any damage to **property** loaded in or on to **your vehicle**, if it is open to the elements, where that damage has been caused by weather conditions unless the **property** was adequately protected by sheets or covers;
- 7 The Value Added Tax (VAT) element of any claim where **you** are registered with HM Revenue & Customs for VAT;
- 8 Claims arising from damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
- 9 Loss of market, loss of profits, delay, or any indirect loss;
- 10 Any direct or indirect consequence of:
 - Irradiation, or contamination by nuclear material; or
 - The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
 - Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter
- 11 Loss or damage caused by war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, **terrorism**, rebellion, revolution, military force or coup, or confiscation, nationalisation, requisition, destruction of or damage to **property** by or under the order of any government, local or public authority.
- 12 Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered or otherwise corrupted.

For the purposes of this policy, Electronic Data shall mean facts, concepts and information stored to form useable for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.

For the purposes of this policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

Other formats

If **you** require this document in any other format please do not hesitate to contact **us**.

Telephone calls

Please note that for **our** mutual protection telephone calls may be monitored or recorded.

Fraud prevention, detection and claims history

In order to prevent and detect fraud **we** may at any time:

- share information about **you** with other organisations and public bodies including the police;
- check and/or file **your** details with fraud prevention agencies and databases, and if **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this.

We and other organisations may also search these agencies and databases to:

- help make decisions about the provision and administration of insurance, credit and related services for **you** and members of **your** household;
- trace debtors or beneficiaries, recover debt, prevent fraud and to manage **your** accounts or insurance policies;
- check **your** identity to prevent money laundering, unless **you** provide **us** with other satisfactory proof of identity;
- undertake credit searches and additional fraud searches.

Renewal procedure

The term of **your** policy is 12 months. The **period of insurance** will end exactly one year after inception unless **you** renew **your** policy. If **you** wish to renew this insurance policy please contact **your** broker who will be able to discuss **your** requirements.

Contracts (Rights of Third Parties) Act 1999

The terms of this policy are only enforceable by the named insured. A person who is not a named insured has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy but this does not affect any right or remedy of a third party, which exists or is available apart from that Act.

Your agreement with others

This contract of insurance is personal to **you** the policyholder, and the **insurer**.

We will not be bound by any agreement between **you** and **your** appointed representative, or **you** and any other person or organisation.

You may not assign any of the rights under this policy without the **insurer's** express prior written consent.

Governing law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which **your** main residence is situated.

Astrenska Privacy Notice

How we use the information about you

As **your insurer** and a data controller, we collect and process information about **you** so that we can provide **you** with the products and services **you** have requested. We also receive personal information from **your** agent on a regular basis while **your** policy is still live. This will include **your** name, address, risk details and other information which is necessary for us to:

- Meet our contractual obligations to **you**;
- issue **you** this insurance policy;
- deal with any claims or requests for assistance that **you** may have
- service **your** policy (including claims and policy administration, payments and other transactions); and,
- detect, investigate and prevent activities which may be illegal or could result in **your** policy being cancelled or treated as if it never existed;
- protect our legitimate interests

In order to administer **your** policy and deal with any claims, **your** information may be shared with trusted third parties. This will include members of The Collinson Group, contractors, investigators, crime prevention organisations and claims management organisations where they provide administration and management support on our behalf. Some of these companies are based outside of the European Union where different data privacy laws apply. Wherever possible, we will have strict contractual terms in place to make sure that **your** information remains safe and secure.

We will not share **your** information with anyone else unless **you** agree to this, or we are required to do this by our regulators (e.g. the Financial Conduct Authority) or other authorities.

The personal information we have collected from **you** will be shared with fraud prevention agencies and databases who will use it to prevent fraud and money-laundering and to verify **your** identity. If fraud is detected, **you** could be refused certain services, finance, or employment. Further details of how **your** information will be used by us and these fraud prevention agencies and databases, and **your** data protection rights, can be found by visiting www.cifas.org.uk/fpn and www.insurancefraudbureau.org/privacy-policy.

Processing your data

Your data will generally be processed on the basis that it is:

- necessary for the performance of the contract that **you** have with us;
- is in the public or **your** vital interest: or
- for our legitimate business interests.

If we are not able to rely on the above, we will ask for **your** consent to process **your** data.

How we store and protect your information

All personal information collected by us is stored on secure servers which are either in the United Kingdom or European Union. We will need to keep and process **your** personal information during the **period of insurance** and after this time so that we can meet our regulatory obligations or to deal with any reasonable requests from our regulators and other authorities.

We also have security measures in place in our offices to protect the information that **you** have given us.

How you can access your information and correct anything which is wrong

You have the right to request a copy of the information that we hold about **you**. If **you** would like a copy of some or all of **your** personal information please contact us by email or letter as shown below:

Email address: data.protection@collinsongroup.com

Postal Address: Cutlers Exchange, 123 Houndsditch, London, EC3A 7BU

This will normally be provided free of charge, but in some circumstances, we may either make a reasonable charge for this service, or refuse to give **you** this information if **your** request is clearly unjustified or excessive.

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

If you wish to make a complaint about the use of **your** personal information, please contact our Complaints manager using the details above. **You** can also complain directly to the Information Commissioner's Office (ICO). Further information can be found at <https://ico.org.uk/>.