

Privacy and Data Protection Notice

This policy notice tells you what we do with information we collect about you.

Letton Percival Ltd acts in the capacity of the data controller and will treat all your personal information as private and confidential, even when you are no longer a customer.

Our contact details for data protection purposes are: Letton Percival Ltd.

Tel: 0151 236 4568

E-mail: info@lettonpercival.co.uk

In the interests of security and to improve our service, telephone calls may be monitored and/or recorded.

We will use and disclose the information we have about you in the normal course of arranging and administering your insurances and arranging the performance of a contract of insurance in order to meet our contractual obligations to you, which may include: (i) where we are required to do so by law; (ii) by virtue of our regulatory requirements and (iii) passing information about you to credit reference agencies for the purposes of arranging payments by instalments and may also pass to them details of your payment record with us.

Such data may also be disclosed to other Letton Percival departments or group companies.

However, where we need to collect sensitive or special categories of personal data in connection with your insurance application or policy, such as medical details or medical history, we will make this clear to you at outset and seek your additional consent before proceeding.

Insurers may also use the information you supply to obtain credit and other checks that they need to take from Credit Reference Agencies or similar sources which may show as an entry on your credit record. This may happen at quotation stage even if you do not proceed with a policy.

Should you not wish us to use or process your data in this way, we may not be able to arrange or administer your insurances or process data as necessary for the performance of a contract in order to meet our contractual obligations to you

Email is not a completely secure means of transmission of data or documents, so by providing your email address to us you are giving your informed consent to us using this method to contact you and to send you your policy documents. If you would prefer us not to use this method of contact, please contact us.

Provision of personal data is obligatory for us to meet these contractual obligations to you and will be held until such time as you request it is removed.

At renewal, we shall assume the personal and any special categories of data we hold about you is correct, and will ask you to confirm this. We will then use this to provide quotations when policies fall due for renewal. If this is not the case and the data has changed in any way, please let us know.

You have the following rights: request access to data relating to you, the rectification or erasure of data held about you (subject to other conditions), the right to request copies of your data held by us and the right to object to our use of your data.

We will not transfer any data that we hold about you outside of the European Economic Area, member countries of which apply the same level of protection to data held there as in the United Kingdom.

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect. You also have the right to complain to the Supervisory Authority (ICO at ico.org.uk) about our data processing activities.

You may exercise your right to give notice to stop data being processed for any purpose by contacting us at any time:

By Email: info@lettonpercival.co.uk

By Telephone: 0151 236 4568

By Post: The Old Malthouse, Trueman Street, Liverpool L3 2BA

Except as set out in this document, we will not otherwise disclose any information to any other parties without your written consent, unless we are legally obliged to do so.

We will never sell your data to another party.