

1. OUR CONTACT DETAILS:

Name	Quote The Market
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Website:	www.quotethemarket.co.uk

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Quotethemarket.co.uk Limited is registered with the Information Commission Office as a data controller.

By using this website, you acknowledge that your personal data will be processed in accordance with this Privacy Policy. If you choose not to give us all the information we request, we may be unable to provide you with a quotation. We collect personal information about you (such as your name, address, date of birth, occupation) when you get a quote.

This may include special category data (such as health information) and criminal offence data. We'll use this information to help us provide you with a quotation or renewal, administer your business and undertake business analysis. We won't use it for marketing purposes.

We may get information directly from you or from a third party.

2. How we use the information we collect:

These are the legal bases we use for processing your personal data:

- **Contract:** To enter, or perform, a contract with you;
- **Legitimate Interest:** For our (or third parties') legitimate interests, as long as they aren't overridden by your interests and rights;
- **Consent:** Your consent;
- **Legal Obligation:** To comply with our legal obligations;

We may use your personal data for any of the below purposes depending on how you interact with us, for example:

- To provide you with an online quotation for the requested product or service, we may share your enquiry details with our product partners. This enables them to assess your circumstances and verify the information you have supplied (including any information previously provided to them) before issuing a quote. These product partners will act as independent data controllers in relation to your personal data for the purpose of providing a quotation.
- To manage the services, we offer you and to administer your records.
- To respond to any questions, you have about your policy.
- To process a transaction between you and a third party using a third-party payment processing provider.
- To track sales, product partners and channel operators may share information with us about the products you have purchased and may also use cookies to support this process.
- To provide you with information about renewing your insurance quote, we may also share relevant details with our insurance partners so they can calculate their quotations. They may carry out soft credit searches with credit reference agencies of their choice. These checks may be undertaken ahead of your policy renewal date.

3. How we contact you:

We will use your information to keep you informed about your insurance policy or related matters by post, telephone, e-mail, text messaging or other electronic means.

4. How we share your information:

Depending on how you interact with us, we may also share information with third parties who act as independent controllers including, but not limited to, our product partners, credit reference agencies, and payment service providers. This is strictly for the purpose of administering your policy. We and our insurers may share your information with other third

parties, for example with credit reference agencies and other databases for the prevention of fraud and financial crime. If you take out a policy these searches may take place again when your policy is due for renewal.

Insurers pass information to organisations such as the Claims and Underwriting Exchange Register and the Motor Insurance Anti-Fraud and Theft Register to help check information provided and prevent fraudulent claims.

We do not sell your data to third parties.

5. Keeping your information secure:

We want you to have confidence in how we use and look after your data. We have therefore developed a range of physical and technical security measures designed to protect your personal information from unauthorised use or disclosure. Examples of some of these measures include:

- User and privileged system management including appropriate policies for password complexity, length and history.
- Auditing of system users.
- Regular backup schedules and disaster recovery procedures.
- Secure file transfer methods.
- Data breach detection: Procedures in place to detect unusual or abnormal activity.
- Data breach investigation: Audit and logging tools used to investigate any potential or reported breaches.
- Data breach response: A plan that pulls together various departments to ensure rapid assessment and mitigation of any data breaches.

We don't ask you for any more information than we need, and we don't keep your information for any longer than we need to.

We take reasonable steps to keep your details up to date and accurate. Please bear in mind that we will retain your records after we've stopped our service to you. This is to make sure we have an effective audit trail and to comply with legislative requirements.

6. Cookies:

Our website uses cookies. These are small pieces of data that a website stores on your computer's hard drive after you've been to that website. Each cookie contains information about your visit to the website, such as which pages you visited and which products and

services you said you were interested in. The next time you visit the site, the cookie will tell the site that you've been there before.

We will use cookies to identify and remember your preferences for different types of information after you've visited our website, and to track your progress through the site. We will then use this information to try to enhance your experience when you use our site. For example, we might be able to avoid showing you information or screens you've already seen or give you information we think you may be interested in, based on your previous visits to our website.

There are two main categories of cookies:

- **Persistent cookies** – These cookies stay on your computer until they are removed manually or automatically.
- **Session cookies** – These cookies remain on your computer until you close your browser when they are automatically deleted.

6.1. Essential cookies

Essential cookies are technical cookies that are required for the operation of our sites. Without essential cookies our website can't operate properly. Essential cookies, for example, are cookies that enable you to log into secure areas.

6.2. Performance cookies:

Performance cookies allow us to recognise and count the number of visitors to our web site and to see how visitors move around them.

This helps us to improve the way our web site works by enabling us to tailor our site to the way visitors use them. The information we collect from performance cookies is aggregated which means that we cannot identify you from it.

You can refuse cookies by activating the relevant setting on your browser. However, if you do so you may not be able to access all or parts of our sites. If you carry on using our sites and do not change your browser settings, we'll assume you consent to us using cookies as described above.

You'll find more information about cookies at www.allaboutcookies.org, which gives details on how to delete cookies from your computer. For information on how to do this on your mobile phone browser, please see your handset manual.

7. Links to other websites:

Links to third party websites are provided solely for your convenience. When you activate these links, you will leave our website. We do not endorse or take responsibility for the content on third party websites, or the availability of those websites and we are not liable for any loss or damage that you may suffer by using those websites. If you decide to access linked websites, you do so entirely at your own risk. We do not accept responsibility or liability for the privacy policies and practices of other websites and therefore recommend that you check the policy on each website you use.

8. Your data protection rights:

Under data protection law, you have rights including:

- **Your right of access:**
You have the right to ask us for copies of your personal information.
- **Your right to rectification:**
You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure:**
You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing:**
You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing:**
You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability:**
You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

When receiving a quotation from us online, our pricing systems will have made automatic decisions based on the information you have provided – you have the right to query these decisions by contacting us using the details stated under section 1 ‘Our contact details’.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you wish to make a request, please contact us using the details stated under section 1 ‘Our contact details’.

9. How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us using the details stated under section 1 'Our contact details'.

You can also complain to the Information Commission if you are unhappy with how we have used your data:

Information Commission – Contact Details:

Information Commissioner's Office
Wycliffe House
Water Lane
Address Wilmslow
Cheshire
SK9 5AF

Helpline: 0303 123 1113

Website: www.ico.org.uk