



GADGET INSURANCE

This insurance is arranged and administered by Bastion Insurance Services Ltd, and underwritten by Collinson Insurance.

Collinson Insurance (a trading name of Astrenska Insurance Limited) 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. Registered office: 3 More London Riverside, London, SE1 2AQ United Kingdom. Registered in England number 01708613. These details can be checked on the Financial Services Register by visiting: www.fca.org.uk

Bastion Insurance Services are authorised and regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register

IMPORTANT INFORMATION

We have not provided **you** with a personal recommendation as to whether this product is suitable for **your** needs so **you** must decide yourself whether it is or not. **You** have made a decision based on the information made available to **you**.

This policy meets the demands and needs of those who wish to insure their **gadgets** against **theft**, **accidental damage** and **breakdown**, and for mobile phones, tablets and smartwatches, **accidental loss**.

Your Gadget must be in good condition and full working order prior to taking out this policy. If there is evidence that the damage, **theft** or loss occurred prior to the policy start date **your** claim will be refused and no premium refund will be due.

INTRODUCTION

It's important that **you** read this wording and **your schedule of Insurance** to make sure that everything **you've** told **us** is correct. Please read this policy carefully so that **you** understand the cover **we** are giving **you**. **You** must follow the terms and conditions set out in this policy wording. It's important that **you** keep this policy wording and **your schedule of insurance** in a safe place in case **you** need to look at them later.

In return for the payment of **your** premium **we** will provide insurance for **your gadgets** during the **period of cover** as stated in **your Schedule of Insurance**. This policy only covers **your gadgets** when in the care of **you** or a member of **your immediate family**.

Cover under this insurance is subject to the terms, conditions, and limitations shown below or as amended in writing by **us**.

Where **you** select to pay annually, this is an annual policy. Where **you** select to pay monthly, this is a monthly policy and cover is only in force if **you** continue to pay **your** monthly premiums.

CONSUMER INSURANCE ACT

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to:

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

Failure to provide answers in-line with the requirement of the Act may mean that **your** policy is invalid and that it does not operate in the event of a claim.

DEFINITIONS

The words and phrases defined below have the same meaning wherever they appear in bold in this policy document.

Accessories – Additional items, purchased in the UK and valued at £150 or below, that come with **your gadget**, such as chargers, carrying cases, headphones, hands-free mounting kits, and USB cables. Sim cards and wearables are not covered. **Evidence of ownership** for **accessories**, issued in the UK, will need to be provided at point of claim.

Accidental Damage - Any unintentional and unexpected damage that happens to **your gadget**.

Accidental loss/accidentally lost - The **gadget** has been accidentally left by **you** in a location and **you** are permanently deprived of its use.

Agent – URIS Group Limited.

Breakdown - A sudden mechanical or electrical failure of **your gadget**, resulting in it stopping working as it should.

Claims Administrators – The Oxford Claims Company.

Criteria: **We** can only insure **gadgets** if **you** are able to provide **Evidence of Ownership**, and if they are:

1. Purchased or leased by **you** as new in the UK, or;
2. Purchased by **you** as refurbished in the UK as long as the refurbished **gadget** was sold with a minimum 12-month warranty (which **you** will be required to provide evidence of);

3. Meets the above criteria and was gifted to **you** as long as **you** are able to provide a UK Gift receipt, and;
4. Are not more than 6 years old and for laptops not more than 3 years old at the time this policy is initially purchased, and;
5. Are in your possession and in good working condition (not accidentally damaged) and;
6. Have not previously been repaired using non-manufacturer parts.

Evidence of ownership - A document to evidence that the **gadget you** are claiming for belongs to **you**. This can be a copy of the till receipt, delivery note, UK gift receipt or, if the **gadget** is a mobile phone, confirmation from **your** Network Provider that the mobile phone has been used by **you**.

Excess - The amount **you** must pay for each claim **you** make under this policy, as detailed on **your schedule of insurance**.

Gadget(s) – The portable electronic **gadget/s** that meet the **Criteria**, are insured by this policy, and shown on **your Schedule of Insurance**. **Gadgets** include: Mobile Phones, Tablets, iPads, E-readers/Kindles, Sat Navs, Handheld games consoles, Portable DVD players, Headphones, Wireless speakers, Cameras, Laptops, iPods/MP3 Players and Smartwatches. This policy is not suitable for drones and wearables.

Home – The place **you** normally live in the UK shown on **your schedule of insurance**.

Immediate family – **your** mother, father, son, daughter, spouse or domestic partner who live with **you** at **your home**.

Limit of liability - **Our** liability, in respect of any claims in relation to **your gadget(s)**, shall not exceed 2 claims in any 1 year, or the maximum liability as shown on **your Schedule of Insurance** in any 1 year. There is a **single article limit** depending on the limit of liability **you** have selected:

- £1,000 limit of liability – **single article limit** of £1,000
- £1,500 limit of liability – **single article limit** of £1,500
- £2,500 limit of liability – **single article limit** of £1,500

Period of insurance – If **you** have selected an annual policy, the insurance starts on the date stated in **your Schedule of Insurance** and continues for a period of twelve months, upon receipt of **your** premium.

If **you** have selected monthly rolling period of cover, the insurance starts on the date stated in **your Schedule of Insurance** and continues for a period of one month and will continue by periods of one month at a time upon receipt of each monthly premium from **you**.

Precautions – All measures that would be appropriate to expect a person to take in circumstances to prevent **accidental loss, accidental damage, or theft of your gadgets**.

Proof of usage – Evidence that the **gadget** has been in use since the policy started. Where the **gadget** is a mobile phone, **you** can get this from **your** Network Provider. For other **gadgets**, in the event of an **accidental damage** claim this can be checked when the **gadget** is sent to our repairers for inspection.

Schedule of Insurance - The separate document **we** send **you** that includes details about **you** and what **you** are covered for.

Single article limit – The maximum amount that **you** can claim for a single insured **gadget**.

Territorial limits - The United Kingdom of Great Britain & Northern Ireland, the Isle of Man and the Channel Islands.

Terrorism - The use or threat of serious violence to advance some kind of cause.

Theft/Stolen - The unauthorised dishonest appropriation of the **gadget** specified on **your Schedule of Insurance**, by another person with the intention of permanently depriving **you** of it.

Unattended –Not within **your** sight at all times or out of **your** arms-length reach when away from **your home**.

We, us, our – Collinson Insurance.

You, your, yourself – the person, who is over 18 years old, who owns the **gadget(s)** and who is a permanent resident of the United Kingdom.

WHAT WE WILL COVER

A. Accidental Damage / Malicious Damage

We will arrange a repair if **your gadget** is damaged as the result of an accident or malicious damage. If **your gadget** cannot be economically repaired, it will be replaced.

B. Theft

If **your gadget** is **stolen** we will replace it. Where only a part or parts of **your gadget** have been **stolen**, we will only replace that part or those specific parts.

C. Accidental Loss

If **you** accidentally or unintentionally lose **your** mobile phone, iPad, tablet or smartwatch we will replace it. **Accidental loss** cover is only available on mobile phones, iPads, tablets and smartwatches.

D. Breakdown

If **your gadget** suffers electrical **breakdown** which occurs outside of the manufacturers guarantee period, we will repair it. If **your gadget** cannot be economically repaired, it will be replaced. This cover is not available on laptops.

E. Unauthorised Call/Data Use

If **your** mobile phone is lost or **stolen** and is used fraudulently, and **your** claim is covered by **your** policy, we will reimburse **you** for the costs upon receipt of **your** itemised bill up to a maximum value of £2,000 for any one claim. This includes calls, messages, downloads and data made / used from the time it was **accidentally lost** or **stolen** up to a maximum of 24 hours from discovery of the incident.

F. Liquid Damage

If **your gadget** is damaged as a result of accidentally coming into contact with any liquid, we will repair it. If it cannot be repaired we will replace it.

G. Accessories

If **your** claim for **your gadget** is approved, we will replace any **accessories** that were **accidentally lost**, **stolen** or **accidentally damaged** at the same time as **your gadget** up to a maximum value of £150.

If we replace **your gadget** with a different make or model and this means that **you** can no longer use **your** existing **accessories**, we will replace them too, up to a maximum value of £150.

IMPORTANT: Where **your gadget** is a mobile phone, in the event of a claim **you** will be required to provide **proof of usage** which confirms

your mobile phone has been in use between policy inception and the incident date.

WHAT WE WILL NOT COVER

Your gadget is not covered:

1. Theft:

- If the **theft** occurs from a motor vehicle where neither **you** nor someone acting on **your** behalf is present, unless the **gadget** was concealed in a locked boot, glove compartment, or other locked internal compartment, with all the vehicle's windows, doors, and security systems closed, locked, and activated. A copy of the repairer's account for damage in gaining entry to the locked vehicle must be supplied with any claim;

- If the **theft** occurs from premises, buildings, land, or vehicles without the use of force resulting in damage to the property. A copy of the repairer's account for such damage must be supplied with any claim;

- When away from **your home**, or when in **your home** with invited guests / tradesmen or other people; unless the **gadget** is concealed on or about **your** person when not in use, or it is stored in a locked room or secured place (such as a locked safe, locked locker or closed desk drawer);

- Where **your gadget** was in the possession of a third party (other than a member of **your immediate family**) at the time of the event giving rise to a claim under this insurance;

- Where the **gadget** has been left **unattended** when it is away from **your home**; or

- Where all available **precautions** have not been taken to prevent **theft**;

2. Loss or damage caused by:

- **You** deliberately damaging, intentionally leaving or neglecting the **gadget**;
- **You** not following the manufacturer's instructions;
- The use of non-manufacturer approved **accessories**.

3. Repair or other costs for:

- Routine servicing, inspection, maintenance or cleaning;
- Loss caused by a manufacturer's defect or recall of the **gadget**;
- Repairs carried out by persons not authorised by us;
- Wear and tear or gradual deterioration of performance;
- Cosmetic damage of any kind, including scratches, dents and other visible defects that do not affect safety or performance;
- Any claim if the IMEI / serial number has been tampered with in any way.

4. Any kind of damage whatsoever unless the damaged **gadget** is provided for repair.

5. Any loss of a SIM (subscriber identity module) card.

6. Any expense incurred as a result of not being able to use the **gadget**, or any loss other than the repair or replacement costs of the **gadget** unless relating to unauthorised call/data use for **your** mobile phone up to the maximum value of £2,000.

7. The policy **excess** - if **you** make a claim, an **excess** fee applies which must be paid to us before **your** claim can be settled. This **excess** fee varies depending on the value of the **gadget you** have insured with **us**. The fees are set out below:

- If **your** claim is for a **gadget** up to the value of £1,000 (when new) the **excess** fee is £75 for any claim.
- If **your** claim is for a **gadget** over the value of £1,000 (when new) the **excess** fee is £125 for any claim.

8. Loss of or damage to **accessories** that were not attached or connected to **your gadget** at the time of the incident.

9. Any claim for a **gadget** where **proof of usage** cannot be provided or evidenced.

10. Any claim for **accidental loss** where the circumstances of the loss cannot be clearly identified, i.e. where **you** are unable to confirm the time and place **you** last had **your gadget**, or any claims for **gadgets accidentally lost in your home**

11. Reconnection costs or subscription fees of any kind.

Please note: if **you** are insuring an item without SIM card capability, all exclusions relating to SIM cards are not applicable.

12. War Risk

Terrorism, war, invasion, acts of foreign enemies, hostilities whether war is declared or not, civil war, rebellion, revolution insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.

13. Nuclear Risk

Any direct or indirect consequence of irradiation, contamination by nuclear material, or the properties of any radioactive matter or device.

14. Sonic Boom

Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds.

15. Loss of Data or Software

Any loss of or damage to information or data or software contained in or stored on the **gadget** whether arising as a result of a claim paid by this insurance or otherwise.

16. Any indirect loss or damage resulting from the event which caused the claim under this policy.

17. Any liability of whatsoever nature arising from ownership or use of the **gadget**, including any illness or injury resulting from such ownership or use.

18. Value Added Tax (VAT) where **you** are registered with HM Revenue and Customs for VAT.

19. **We** will not provide cover, pay any claim or provide any benefit if doing so would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom and/or all other jurisdictions where **we** transact business.

20. Any **gadget** that was purchased as second hand or used, that is not a refurbished **gadget** that was sold with a minimum 12-month warranty.

21. Any loss or damage to **your gadget** whilst in transit with a third party such as courier or the postal service.

22. Any claim for any **gadget** which does not meet the **criteria**.

23. Any claim over and above the **limit of liability**.

24. Any claim over the **single article limit** of £1,500.

CLAIM SETTLEMENT

1. The intention of this policy is to put **you** back in the same position as immediately prior to the loss or damage. It is not a replacement as new policy. If the **gadget** cannot be replaced with an identical **gadget** of the same age and condition, **we** will replace it with one of comparable specification or the equivalent value taking into account the age and condition of the original **gadget**. All replacements **gadgets** come with a full 12-month warranty. **We** cannot guarantee that the replacement **gadget** will be the same colour as the original item.
2. Repairs will be carried out using readily available parts. Where possible **we** will use original parts but in some cases, unbranded parts may be used. In the event that any repairs authorised by **us** under this policy invalidate **your** manufacturer's warranty, **we** will repair or replace **your gadget** for the remaining period of **your** manufacturer's warranty in line with **your** manufacturer's warranty terms and conditions.
3. In the event of a valid claim resulting in the replacement of the **gadget**, this policy will automatically cover the replacement **gadget**.
4. All blocks must be removed from **your gadget** before being sent for repair. This includes any personal pin locks or operator specific security blocks, including Find My iPhone. Failure to do so will result in **your** claim being delayed, and/or, **your gadget** being returned to **you**.

CONDITIONS AND LIMITATIONS

1. Unless **we** have agreed differently with **you**, English law and the decisions of English courts will govern this insurance.
2. This insurance only covers **gadgets** bought in the countries within the **territorial limits** of the policy. Cover applies throughout the **territorial limits** of the policy and is also automatically extended to include use of the **gadgets** anywhere in the world for any trip and is subject to any repairs being carried out in the UK by repairers approved by **us**. No cover is provided for claims where **you** are travelling to a country where the Foreign Commonwealth and Development Office (FCDO) have advised against all but essential travel. **You** can check the FCDO travel advice at www.fco.gov.uk.
3. The **gadget(s)** must not be more than 6 years old and for Laptops, not more than 3 years old on policy inception, must be purchased in the UK as new, or if refurbished, purchased with a minimum 12 months warranty (which **you** will be required to provide evidence of), and **you** must be able to provide **evidence of ownership** when it is requested. **Evidence of ownership** should include the make, model and IMEI/serial number of the **gadget** and must be in **your** name or, **you** must be in possession of a UK gift receipt.

4. **You** must provide us with any receipts, documents or **evidence of ownership**, that it is reasonable for us to request.
5. **You** cannot transfer the insurance to someone else without **our** written permission.
6. **You** must take all available **precautions** to prevent any loss or damage.
7. Cover excludes costs or payments recoverable from any party, under the terms of any other contract, guarantee, warranty, or insurance.

OUR RIGHT TO CHANGE THE COVER OR PRICE

Annual Policies

If **we** change the terms of cover or price of **your** policy it will only be done on **your** next annual renewal date.

Monthly rolling Policies

You will receive at least two months written notice if **we** decide or need to change **your** policy cover or the price of **your** insurance for any of the following reasons:

- To make small changes to the words in **your** policy that do not affect the cover **you** get, and just make it easier to understand.
- To follow any new laws, regulations, or guidelines that affect **us** or **your** policy.
- To follow any changes in taxes that apply to **your** policy.
- To cover the costs of providing **your** insurance if there are more or fewer claims than **we** expected.
- To cover the costs of any new benefits or cover **we** add to **your** policy.
- To cover the costs of any changes to **our** systems or technology that help provide **your** insurance.

If the changes are favourable for **you**, **we** may make them straight away and let **you** know within 30 days.

CANCELLATION

Your right to change your mind (withdrawal period)

You may cancel the insurance, without giving reason, by speaking to us via live chat or through the online portal which is available 24/7 available at www.yoga-insure.co.uk within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents if **you** are a new customer or 14 days from the renewal date if **you** are an existing customer.

On receipt of **your** notice of cancellation **you** will receive a full refund of all premium paid provided that no claim has been paid by **us** and

you do not intend to make a claim under this insurance.

If a claim has been made by **you** **we** will not refund any premium.

If **you** do not exercise **your** right to cancel during the 14 day period, **your** policy will continue as normal.

Cancellation by **you** after the withdrawal period

If **you** wish to cancel **your** insurance after the initial 14 day withdrawal period **you** can do so by speaking to us via live chat or through the online portal which is available 24/7 available at www.yoga-insure.co.uk.

If **you** decide to cancel **your** policy after the first 14 days of the policy, then no refund will be due to **you**. This is because **you** will only have paid for the cover **you** have already received.

Cancellation by us

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 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 **we** reasonably suspect fraud
- b) Non-payment of premium
- c) Threatening and abusive behavior
- d) Non-compliance with policy terms and conditions
- e) **You** have not taken reasonable care to provide complete and accurate answers to the questions **we** ask.

Where **our** investigations provide evidence of fraud or a serious non-disclosure, **we** 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, which may result in **your** policy being cancelled from the date you originally took it out.

If **we** cancel 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 we have provided cover, unless the reason for cancellation is fraud and/or **we** are entitled to keep the premium under the Consumer Insurances (Disclosure and Representations) Act 2012.

CLAIMS PROCEDURE

You can register a new claim by visiting <https://theoxfordclaimscompany.co.uk/make-a-claim/>

You will need **your** policy number at hand to register the claim.

1. **You** must:

- Contact the **Claims Administrator** as soon as possible and within 14 days of any incident that may result in a claim under this insurance. If the incident happened outside the UK **you** must notify the **claims administrator** within 7 days of returning home.
- Report the **theft** or **accidental loss** of any **gadget**, within 24 hours of discovery to **your** Airtime Provider and blacklist **your** handset;
- Report the **theft** or loss of any **gadgets** to the Police within 48 hours of discovery and obtain a crime reference number in support of a **theft** claim and a lost property number in support of an **accidental loss** claim;

Please note any delay in reporting an incident to the **claim administrators**, **your** Airtime Provider or the Police may invalidate **your** right to claim under the policy.

- Provide **us** with details of the claim and any other contract, guarantee, warranty or insurance that may apply to the loss including but not limited to household insurance. Where appropriate a rateable proportion of the claim may be recovered direct from these Insurers; and
- Return **your** completed claim form and **evidence of ownership** to the **claim administrators** within 30 days of the incident date along with any other requested information.

2. If **we** replace **your gadget(s)** the damaged or lost item becomes **our** property. If it is returned or found **you** must notify **us** and send it to **us** if **we** ask **you** to.

3. There is a policy **excess** for all claims which must be paid before **your** claim can be approved:

- If **your** claim is for a **gadget** up to the value of £1,000 (when new) the **excess** fee is £75 for any claim.
- If **your** claim is for a **gadget** over the value of £1,000 (when new) the **excess** fee is £125 for any claim.

This policy is administered by Bastion Insurance Services Ltd, on behalf of Collinson Insurance.

Please address all claims correspondence to the **Claims Administrators**.

To help us improve **our** service **we** may record or monitor telephone calls.

FRAUD

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.

If **your** claim 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 backdate the cancellation to the date of the fraudulent claim. **We** may also take legal action against **you** and inform the appropriate authorities.

COMPLAINTS

Complaints regarding:

SALE OF THE POLICY

It is the intention to give you the best possible service however if you have a complaint about the way in which your policy was sold to you, please make contact in the first instance via your online customer portal which is available 24/7 available at www.yoga-insure.co.uk.

Complaints regarding:

CLAIMS / SERVICE

We always strive to provide excellent service. However, if **you** have a complaint, about this insurance or the handling of a claim **you** should in the first instance contact The Customer Services Director. The contact details are:

Claims Administrators
The Oxford Claims Company
Temple Court Mews
109 Oxford Rd
Oxford
OX4 2ER

Email: complaints@theoxfordclaimscompany.co.uk

Telephone: 01865 745566

We will respond to **your** complaint within four weeks of receiving it. **Our** response will be **our** final decision based on the information provided. If there's a delay in **our** investigations, **we'll** explain the reason and give **you** an estimated timeframe for reaching a decision.

If, for any reason, **you're** still dissatisfied or haven't received a final answer within eight weeks, **you** have the right to escalate **your** complaint to an independent authority called the Financial Ombudsman Service (FOS). **You** can contact them using the details below:

The Financial Ombudsman Service
Exchange Tower
1 Harbour Exchange Square, London
E14 9SR

Telephone: 08000 234 567 (free for people calling from a landline) or 0300 123 9 123.

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

COMPENSATION SCHEME

The Financial Services Compensation Scheme covers this policy. **You** may be entitled to compensation from this scheme if **we** cannot meet **our** liabilities under this policy. Further information about compensation scheme arrangements is available at www.fscs.org.uk or by telephoning 0207 741 4100.

DATA PROTECTION

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);
- detect, investigate and prevent activities which may be illegal or could result in **your** policy being cancelled or treated as if it never existed; and
- 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, Yoga Insurance Service Limited, Bastion Insurance Services Ltd, The Oxford Claims Company, URIS Group Limited, 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: 3 More London Riverside, London, SE1 2AQ

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/>.