

Privacy Notice

Your privacy is important to us, and we go to great lengths to protect it. This Privacy Notice explains how we and your insurer may use your details. You should show this Privacy Notice to all other people covered, or planning to be covered, under your insurance.

When we ask you for information, we need that information in order to enter into a contract with you or to take steps to enter into a contract, so if you fail to provide that information, we won't be able to provide you with a quotation or insurance policy.

Who are we?

iGO4 Ltd and the insurer of your policy are the data controllers of your personal information. You can contact iGO4 on data privacy matters at data.protection@igo4.com or by writing to us at Data Protection Officer, iGO4, iGO4 House, Staniland Way, Peterborough PE4 6JT. Your insurer's name will be provided on your Insurer Schedule. Contact details for your insurer and further details about how your insurer uses your information may be found on the insurer's own website.

What information do we collect?

Information you give us

- **Identifying and insurance information**

We collect identifying information such as the name, address, email address and date of birth of each person to be insured and insurance information which relates to the property to be insured and your risk profile. This may include criminal conviction information and health information if needed in connection with your policy. We also collect bank account and/or payment card details to arrange payment of your premium.

- **Incidents and claims**

You must tell us about any incident (such as an accident regardless of blame, fire or theft), whether or not you intend to make a claim. When you tell us about an incident, we will pass information about it to your insurer and relevant agencies, as described below. We and the insurer may search the databases held by those agencies when you apply for insurance or make a claim.

- **Surveys**

We may invite you to complete surveys. You do not have to complete them but, if you do, you understand that we can use the results of those surveys for the purposes set out in this Privacy Notice.

Information we get from your use of our services

- **Call recording**

We and your insurer may record in-bound and out-bound phone calls and use the recordings to prevent fraud, for staff training and for quality-control purposes.

- **Cookies**

We and our partners use various technologies including cookies to enhance your online experience. We use these technologies to collect and store information when you visit our websites and customer service portals, and this may include information to identify your browser or device and to analyse web traffic. More information on our use of cookies is provided in our [Cookie Policy](#).

- **Customer engagement information**

When we send you communications such as emails or texts, we keep records including opening time and date, click rates, your device type and IP address. This information is used for our legitimate interests to help improve customer service and to detect and prevent fraud.

Information we get from other sources

- **Credit searches and data checks**

To ensure we, our insurers and premium finance providers have the necessary facts to assess your insurance risk, verify your identity, prevent fraud and provide you with their best premium and payment options, we, the insurer or the premium finance provider may obtain information from third parties at quotation, renewal and in certain circumstances where policy amendments are requested. This information includes searches from credit reference agencies who will conduct a credit search including full electoral roll, public information and previous search records. The credit reference agencies keep a record of that search, which may be visible to other credit providers. A search will be carried out on our behalf by our software house Cheshire Datasystems Limited (CDL) and will be recorded on your credit report in CDL's name, however searches completed by insurers or premium finance providers may show alternative names. We, the insurer or the premium finance provider may ask credit reference agencies to provide a credit scoring computation. Credit scoring uses a number of factors to work out risks involved in any application. A score is given to each factor and a total score obtained.

If you pay by instalments, our premium finance provider will use credit referencing agencies for an affordability credit search for renewals and in certain circumstances where policy amendments are requested, to check you can afford to pay. As this is a hard credit check, your entire credit history will be searched and a mark will be left on your credit report, so whenever prospective lenders look at your credit report, they can see you applied for credit and whether you were accepted. This affordability assessment will take place after you have applied for a credit agreement.

The identities of the credit reference agencies and the ways in which they use and share personal information are explained in more detail at www.experian.co.uk/crain/.

- **Industry databases**

We and your insurer may check the information you provide, for example claims history against industry databases and get information back from those services, as explained in the Preventing and Detecting Fraud sections below.

- **Publicly available information**

In assessing any claims made, the insurer may undertake checks against publicly available information (such as electoral roll, county court judgements, bankruptcy or repossessions). We may also use publicly available information to supplement our records.

How do we use your information?

General

The information we collect may be used by us, your insurer, our respective agents and by third parties and reinsurers for the purposes of risk assessment, insurance administration, fraud prevention, payment collection and claims handling as well as for research and statistical analysis to help develop, improve and price our products and services. It may also be used to comply with legal obligations, resolve disputes, enforce agreements and for troubleshooting activities.

Payment card details

If you have given permission for your card details to be stored, we will use a third party to securely store the payment card details you provide in accordance with industry standards. If you have also given permission for your card details to be stored for future automatic use, we will use the payment card details you provide to us to renew your policy, process refunds and any additional premiums due following changes to your policy, and to collect any charges or outstanding debt. We will inform you of our intention to take payment and give you the opportunity to make alternative arrangements if necessary.

Security

The personal information you provide is held securely and in confidence by us in our computer systems and other records. When we process your personal information, we do so in compliance with the law. We maintain strict security standards and procedures to prevent unauthorised access to your data. We use technologies, such as data encryption, fire walls and server authentication to protect the security of your details.

Automated decision-making

When you make changes to your policy and on renewal, we use automated processes to assess insurance risk, and to carry out credit, fraud and validation checks as explained elsewhere in this Privacy Notice. These processes are used to check the information you have provided and analyse the likelihood and value of any claims you may make, your ability to pay the insurance premium and the risk of fraud being committed. As a result of these checks, your premium and/or policy terms will be determined or adjusted, or we may not be able to provide you with insurance. If you have any concerns regarding the outcome of these checks, please let us know.

Marketing

We'd like to keep you up to date about our own products and services that might be of interest to you. However, if you have indicated that you prefer not to be kept informed, we will make sure you are not contacted in this way.

You have the right to change your mind about receiving marketing from us at any time and can do so by emailing data.protection@igo4.com or writing to Data Protection Officer, iGO4, iGO4 House, Staniland Way, Peterborough, PE4 6JT.

Legal basis

We and your insurer are allowed to use and share your information in the ways described in this Privacy Notice:

- So that we can arrange, provide and administer your policy.
- Where we need to process sensitive information such as health and/or criminal conviction information for insurance purposes, we do so on the permitted basis that it is in the public interest to ensure that insurance is available at reasonable cost through risk-based pricing. We collect and use this information as part of your insurance contract with us, or where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.
- So that we can comply with legal and regulatory obligations, such as legal obligations to share information with our Regulators and Ombudsmen or carry out financial sanction checks.
- Where our use of your information is necessary for our legitimate business interests, such as marketing of our products and services (unless you ask us not to), research and statistical analysis and conducting customer surveys.

With whom do we share your information?

Panel of insurers

On renewal we will share your information with all insurers on our panel in order to obtain and return the most competitive quotation available to you.

Service providers and introduction services

We and your insurer will share your information with our service providers and partners to assist in the administration and performance of our service to you and your insurance policy. If you are referred to us or have bought a policy via a price comparison service or through a third-party intermediary, we may also share your information with them. We use a third party to securely store the payment card details you provide in accordance with industry standards.

Payment card details

In order to process payments from your debit or credit card, we share your personal, card and transaction details with our payment processing provider, Worldpay. Worldpay acts as a controller of your data under the terms of its own Privacy Notice which can be found on its corporate website.

If you pay your premium by instalments

If you choose to pay your premium by instalments, this will be via a finance arrangement with our premium finance supplier. We will share your personal, policy and payment details with the finance company to enable them to enter into the credit agreement with you, collect your instalments and administer their service. The finance company will become data controller in respect of the information they process in providing this service.

Optional extras

If you buy an optional extra product through us such as legal expenses cover/Key Cover, we will share the information needed for that product with the product provider and their administrators.

Dealing with others on your behalf

At the request of many of our customers, and to make managing your insurance more convenient for you, it is our policy to deal with your spouse or partner who calls us on your behalf, provided they are named on the policy. In some exceptional cases, we may also deal with other people who call on your behalf, but only with your permission.

If you would like to change this arrangement, nominate someone else such as a friend or other family member, or would prefer us to deal only with you, please email or call us to let us know.

International transfers

We may transfer to, and process personal data in, a destination outside the United Kingdom and European Economic Area subject to appropriate data safeguards to ensure compliance with data protection laws. In most cases this will be by using EU Standard Contractual Clauses or the UK International Data Transfer Agreement.

Other insurers and regulatory bodies

Information may also be shared with other insurers directly or via those acting for the other insurers (such as loss adjusters or investigators). It may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing our and your insurer's compliance with any regulatory rules and codes.

Preventing and detecting fraud...

In order to protect your interests and the interests of the vast majority of our customers, your insurer will fully investigate all claims and, where fraud is detected, will report to the authorities under the Proceeds of Crime Act (POCA). Your insurer may cancel your policy immediately and backdate the cancellation to the date of the fraud. It may also take legal action against you.

In order to prevent and detect crime and fraud we, your insurer and our respective agents may at any time:

- share information about you with other organisations and public bodies including the Police.
- record your details on the Insurance Fraud Register (IFR)
- co-operate fully with the Police authorities in the detection and prosecution of those involved in fraud.
- 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. Please contact us if you want to receive details of the relevant fraud prevention agencies.

The aim is to help insurers to check the information provided and also to prevent fraudulent claims. When your request for insurance is dealt with, the registers will be searched. Under the conditions of your policy, we must be told about any incident regardless of blame (such as an accident or theft) that may or may not give rise to a claim. In the event of a claim the information you supply together with any other information relating to the claim, will be put on the register and made available to participants.

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.

We and other organisations may also access and use this information, from the UK and from overseas, to prevent fraud and money laundering, for example, when:

- checking details on applications for credit and credit related or other facilities.
- managing credit and credit related accounts or facilities and recovering debt.
- checking details on proposals and claims for all types of insurance.
- completing credit searches and additional fraud searches.

You may report information confidentially in respect of bogus/fraudulent claims to the IFB (Insurance Fraud Bureau) Cheatline on 0800 422 0421. The Cheatline is staffed by Crimestoppers 24 hours a day. All information can be reported anonymously and will be treated in the strictest confidence. The Cheatline is staffed by experienced fraud investigators who may share the information with other interested parties such as the insurer concerned (if known). Savings obtained from information provided to the Cheatline will help to reduce insurance premiums. More information can be supplied if asked.

Credit reference agencies

We, the insurer or the premium finance provider may also pass to credit reference agencies information we hold about you and your payment record. Credit reference agencies share information with other organisations, enabling applications for financial products to be assessed or to assist the tracing of debtors, or to prevent fraud. Information about the ways in which the credit reference agencies use and share personal information are explained in more detail on the [Credit Reference Agency Information Notice](#).

Debt collection agencies

We may pass your data, and may assign your debt, to selected debt collection agencies where we have been unable to recover the debt ourselves.

Company mergers

We or your insurer may need to disclose your information as part of a business merger, sale or acquisition. If we do so, we will ensure that the information is protected by confidentiality commitments and can only be used for the purposes disclosed.

Social Media

If you contact us via social media such as Facebook Messenger the content of your message and our response is shared with the social media channel. If you would like to find out about how they look after your data, we encourage you to read their privacy notices.

How long will we store your information?

We will keep your policy data for the duration of your policy and for seven years afterwards. In exceptional cases we may need to keep your data for longer than this, if for example there is an ongoing claim, or if the records relate to someone under the age of 18. In the case of a minor, our retention period will not expire earlier than seven years after his or her 18th birthday. Call recordings are kept for three years.

Your information rights

You have the right to access information held about you, on written request, and if necessary to rectify any errors or omissions in that information. Please write to the Data Protection Officer at iGO4, iGO4 House, Staniland Way, Peterborough, PE4 6JT. If we receive repeated requests from you, we reserve the right to charge a fee for this.

You have the right to tell us that you no longer agree for us to tell you about our products and services which may be of interest (direct marketing).

You have the following additional rights in respect of your personal information:

- **Erasure:** in certain circumstances you will have the right to ask us to erase information we hold about you. We do not have to erase information if we still need it for the purposes for which it was collected or processed, including to maintain records after cancellation or expiry of your policy, or where we have other legal grounds for processing your information.
- **Restrict processing:** where you do not wish your information to be erased, you may instead have the right to ask us to restrict our processing of your information. This right is only available in limited circumstances, such as where you believe the information, we hold about you is inaccurate or is being processed improperly. The right would apply during the period that we are checking its accuracy or legality.
- **Portability:** to receive a copy of the personal data you have provided to us, in a commonly used machine-readable format, and to transfer that personal data to another data controller. Where it is technically possible, you may also have the right to request us to transfer the data directly to another data controller.
- **Object:** where we are processing your information on the grounds of it being in our legitimate interests to do so, you have the right to object to that processing.
- **Automated decision making and profiling:** where we use automated processing to make a decision which may produce a legal or similarly significant effect on you, you may request human intervention, express your point of view and contest the decision.

In order to exercise these rights, please write to the Data Protection Officer at the address given above or use the email address data.protection@igo4.com.

Your right to complain

If you have any concerns about the way in which we are using your personal information, please contact our Data Protection Officer in the first instance and we will endeavour to resolve your concern.

However, you do also have the right to complain about how we treat your personal information to the Information Commissioner's Office ("ICO"). The ICO can be contacted at:

ICO website: <https://ico.org.uk/global/contact-us/>

ICO telephone: 0303 123 1113

ICO textphone: 01625 545860

Changes

We may change this Privacy Notice from time to time. Any changes will be updated on our website and if appropriate, notified to you in writing.

Last updated: August 2023