

Everslet Insurance Services, a trading name of Everslet Insurance Services (Maidenhead) Limited, is committed to protecting and respecting your privacy.

Our Privacy Policy explains when and why we collect personal information and how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Who we are

Everslet Insurance Services, an independent broker located in Maidenhead, Berkshire, provide business and personal insurance services underwritten by a broad range of insurers and underwriters.

We are a limited company Registered in England and Wales No.01968971

Registered address: Pippins, Cherry Drive, Forty Green, Beaconsfield, England, HP9 1XP

Everslet Insurance Services are authorised and regulated by the Financial Conduct Authority (FCA) by firm reference No: 310406. For your information we are registered with the Information Commissioner's Office under registration number Z5525531.

For the purpose of data protection legislation, **Everslet Insurance Services** is the data controller. Personal data and information we hold for you will be processed in accordance with this privacy notice.

How to contact us

Any questions regarding this Privacy Policy and our privacy practices should be sent by email to enquiries@everslet.co.uk or by writing to **Everslet Insurance Services**, Moorbridge House, 55 Moorbridge Road, Maidenhead, Berkshire SL6 8LT. Alternatively, you can telephone our office on 01628 635821

What type of information is collected from you?

The information we may collect from you might include things such as your name, address, telephone numbers, email addresses, dates of birth, driving licence details, details about your health, criminal convictions, bank account and financial information. Acting as an insurance intermediary, we will also gather specific information from you in relation to the particulars that you wish to insure or the products and services to which you are enquiring about.

Why do we collect this information?

We may use your information to

- record your interest in our products and services
- use your contact details to call or email you
- to send you a quotation, arrange and administer insurance products on your behalf
- seek your views or comments on the services we provide
- notify you of changes to our services or organisations structure
- send you information and or updates about the products and service you have requested
- send you information about other products and services that may interest to you
- send you information about our latest promotions or events
- to process a job application you have sent to our organisation

Explaining the lawful basis for processing your personal information

We collect and process your personal information in a variety of ways. The lawful basis for which we undertake this is summarised as follows:

Contract – In order to fulfil our contractual obligations to you in respect of the products and services we supply, we will process your information to create quotations, arrange and manage your insurance coverage.

Legitimate Interest – In certain circumstances, we will process your information in a way that is necessary to fulfil our legitimate interests. For example, we may choose to share with you information about other related products and services that we feel may be of interest to you.

Consent – In specific situations, we can collect and process your information with your consent. For example, we may seek and record your consent to allow us to send you newsletters, e-bulletins and other marketing material.

Legal Obligation – To fulfil our obligations to prevent and reduce fraud and other financial crime

How long will we keep your information?

We will hold your personal data for as long as is reasonably necessary, normally up to 7-years after our contractual relationship with you has finished. If and when we are asked to remove personal data by an individual or organisation whose data we have recorded, this will be done within 72 hours or soon after. If this personal data remains relevant to one or other service we are providing to the individual or organisation, we may be legally or commercially required to hold some information to fulfil the obligations to that service.

Where your data is held and is it secure?

We take the security of your personal data very seriously and we are committed to ensure that it remains secure and guarded against any unauthorised access. Data held electronically is stored on secure servers and we do not transfer your data outside of the European Economic Area (EEA).

Who has access to your information?

Everslet Insurance Services will not sell or rent your information to third parties for any purpose. If having made an enquiry about our services, you then agree to order one or other of our services, your details may need to be given to a selected service provider of insurance (an insurer or underwriter) for legal and commercial reasons. Each will be acting as a data controller of your information and we can provide copies their Privacy Policies. Each of these third-party providers has been carefully selected by **Everslet Insurance Services** with whom we have typically worked for years. All the insurers with whom we arrange insurance are regulated by the Financial Conduct Authority (FCA) and or The Prudential Regulation Authority (PRA) who each regulate UK insurance and financial services.

Use of 'cookies'

Everslet Insurance Services Website at www.everslet.co.uk uses 'Session Cookies'. These cookies last for the session the visitor is on our site. This is helpful as it will speed-up navigation from one page to another during the visit (session). Once the visitor leaves our site the cookie stops and does not remain on the visitor's PC or phone. 'Permanent Cookies' on the other hand, as the name suggests, persist after the visitor has left a site to remain on the visitor's PC or phone. These cookies can all be turned-off and removed easily using your browser's preference settings which will vary depending on which browser you use. **Everslet Insurance Services** Website at www.everslet.co.uk does not use 'Permanent Cookies'.

Know your Rights

You have the right to the following:

- **The right to be informed** – You can request information about how we process your personal data, such as laid out within this privacy notice
- **The right of access** – You have the right to access the information we hold about you.
- **The right of rectification** – You may request that we correct any information we hold about you that you feel is inaccurate or incomplete
- **The right of erasure of information** – You have the right to request that we erase information held about you if you feel that we no longer have any legal grounds to hold this
- **The right to restrict processing** – You have the right to prevent us from processing your information except where we have a legal obligation to do so
- **The right of data portability** – The right to receive data held by us in a structured and commonly used format
- **The right to object** – The right to object to the processing of your personal data. The right to object only applies in certain circumstances and depends on the lawful basis for processing your information

For full details of personal data and your rights, please visit the Information Commissioners Office Website at <https://www.ico.org.uk/>

Your Rights to Complain to the ICO (Information Commissioner's Office) and their contact details

If you are not satisfied with how we use, hold or process your personal data, we would always ask that you contact us in the first instance. If you remain dissatisfied, then you have the right to complain to the Information Commissioner's Office (ICO). The contact details for the ICO are as follows:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545 745 (National rate) - Email: casework@ico.org.uk

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in December 2023.