

# Privacy Notice

This privacy notice intends to outline how Motorhome Insurance Services, a trading style of QuoteMeToday.co.uk Ltd uses and protects the information that you provide.

In accordance with General Data Protection Regulation and related UK data protection legislation, Motorhome Insurance Services, is committed to ensuring that your privacy is protected and any information that we ask you to provide will be used in accordance with this privacy statement.

This Notice applies to information we collect about:

- Visitors to our website or other third party websites or platforms where our material is made available
- Those who contact us in relation to our services, or as a potential employee or supplier
- To who access gated content on own website or other platforms
- Customers to access our services from quotemetoday.co.uk or who contact our Customers Services Line
- Any other party where personal data is provided to us.

We may amend this Privacy Notice from time to time for example, to keep it up to date or to comply with legal requirements. The latest version of this policy can be found at [www.motorhomeinsurance.com](http://www.motorhomeinsurance.com)

## Who We Are

"Motorhome Insurance Services" (also referred to in this Notice as "we", "us", or "our") means Motorhome Insurance Services, a trading style of Quote Me Today.co.uk Ltd.

For any questions or concerns relating to this Privacy Notice or our data protection practices, or a make a subject access request, please contact us at:

Motorhome Insurance Services,  
Office 2A, First Floor,  
3 Jubilee Way  
Whitstable Road,  
Faversham  
Kent ME13 8GD

Tel: 01227 774050 email: [admin@motorhomeinsurance.com](mailto:admin@motorhomeinsurance.com)

For the purposes of the Data Protection Act 1998 (the Act) and European General Data Protection Regulation (GDPR) the data controller is Motorhome Insurance Services.

## Nature of Personal Information

Personal data is any information that may identify a living individual.

We collect personal information such as name, contact details, date of birth, gender, marital status, financial details, employment details and other personal details depending on the nature of the insurance and other services we offer.

We may collect, use and store sensitive personal information such as criminal convictions and medical conditions as necessary in relation to insurances such as motor, home, travel and health insurance. This information may be shared with insurers, insurance product providers and our third party service providers. Where necessary, we shall obtain your consent to the processing of such information.

## Why We Need and How We Use Your Personal Information

We only collect, use and store your information where we have lawful grounds and legitimate business reasons to do so.

We collect, use and store your personal information to fulfil requests for quotes, products and services as part of our insurance broking, claims handling and risk management business. It may also be used to verify your identity, to administer payments and to enable us to carry out anti-money laundering and other financial crime checks where required. If you pay by instalments your information may also be used to arrange credit.

The use of your data is essential for us to check your identity, to enable you to enter into an insurance contract and for the insurance to operate (in the event of a claim, for example). We may also use it keep our records up to date, to notify you about changes to our service and to help us in develop new products and services.

If you do not provide the information required, we are unlikely to be able to arrange your insurance and may not be able to provide certain services to you.

We may monitor calls, emails, text messages and other communications with you. When you contact us, we may keep a record of that correspondence and any information provided to us during that or any subsequent communication.

### **Marketing**

We would like to keep you updated about our relevant products and services by email, SMS and/or telephone. If we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes we will only do so with your consent. Your consent will be obtained specifically at the appropriate time.

If you have already consented and wish us to stop using your information for this purpose or any other purpose, then please contact us.

### **Sharing Information**

We will only supply your personal information to other parties where such a transfer is a necessary part of the activities that we undertake, where you give us consent or where we are required to do so by law or regulation (e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime).

As an intermediary we must disclose personal information to insurance companies, underwriting agencies, business partners and other parties in order to provide our products and services and to enable you to enter into insurance contracts. Examples of other parties include other insurance intermediaries, loss adjusters, regulatory bodies, legal and accountancy firms involved in the claims handling process. We may also share your personal information with fraud prevention agencies such as the Police, the Claims and Underwriting Exchange Register and the Motor Insurance Anti-Fraud and Theft Register. We may pass information relating to your insurance policy and any incident to the operators of these registers, their agents and suppliers.

We, our partners and/or the insurer may check information provided or received and may undertake additional fraud searches or credit checks, which impact your credit score.

We take a number of steps to help insurers fight against fraud. These vary according to the individual insurers requirements but may include asking you to provide a copy of the front and back of your, and all named drivers, driving licence cards and a copy of the paper counterpart, a copy of the vehicle registration document (V5), or a utility bill to confirm your identity.

We will share your personal data with the Motor Insurance Database (MID) which may be used to establish whether a driver is insured to drive a vehicle and/or for preventing or detecting crime. If you are involved in an accident in the UK or abroad, the MID may be searched to obtain relevant policy information. You can find out more at [www.mib.org.uk](http://www.mib.org.uk)

We may also disclose your information to service providers engaged to perform services on our behalf. Such service providers are contractually restricted from using or disclosing the information we give them except as necessary to perform services on our behalf or to comply with legal requirements.

We only share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

We may also disclose personal information to new owners of our business in the event that we are subject to a merger or acquisition. Disclosure may also be made to enable company audits, regulatory inspections or to investigate a complaint, suspicion of fraud or a security threat.

We never share your information outside our organisation for marketing purposes.

You understand that we may disclose the information you provide to relevant other parties for the purposes described in this Notice.

### **Transfer of Personal Data Outside the UK**

Certain personal information held on our Information Technology systems may be transferred across geographical borders in accordance with applicable law.

By providing us with your information, you consent to the collection, international transfer, storage, and processing of your information. These transfers are governed by European Union (EU) standard contractual clauses or equivalent data transfer agreements to protect the security and confidentiality of personal information.

### **Prospective Employees**

If you contact us in relation to prospective employment, we will only use the information you provide for the purpose of progressing your application and to fulfil legal or regulatory requirements. We will not share any of the information you provide during the recruitment process with any third parties. If we make a conditional offer of employment we may ask you for further information to carry out any required pre-

employment checks. If we employ you, we will retain the information you have provided during the application process as part of your employee file for the duration of your employment plus six years after the end of your employment. If we do not employ you, the information you have provided in your application, or at a later stage of the recruitment process, will be retained for one year and then destroyed.

### How Long We Keep Information About You

We will keep your information for as long as it is required to enable us to provide quotations, administer your insurances, offer renewal and respond to any claims or complaints (which may arise after the period of insurance has expired). This will usually be a minimum period of seven years or otherwise as determined by law or regulation. Once we decide that we no longer need your information it will be securely and confidentially destroyed.

### Your Rights

You have certain legal rights under UK data protection law and regulations, summarised as follows:

- **The right to be informed** about our data processing activities, including through Privacy Notices such as this.
- **The right of access** to the personal information we hold about you. To request a copy of this information you must make a subject access request in writing to us.
- **The right of rectification.** You may ask us to correct any inaccurate or incomplete data within one month.
- **The right to erasure and to restrict processing.** You have the right to have your personal data erased and to prevent processing except where we have a legal obligation to process your personal information. You should bear in mind that by exercising this right you may hinder or prevent our ability to provide products and services.
- **The right to data portability.** On your request, we will provide you with your personal data in a structured format.
- **The right to object.** You have particular rights in relation to automated decision making and profiling to reduce the risk that a potentially damaging decision is taken without human intervention. You can object to your personal data being used for profiling, direct marketing or research purposes.

If you want to invoke any of these rights please write to us:

Motorhome Insurance Services,  
Office 2A, First Floor,  
3 Jubilee Way  
Whitstable Road,  
Faversham  
Kent ME13 8GD

Email: Tel: 01227 774050 email: [admin@motorhomeinsurance.com](mailto:admin@motorhomeinsurance.com)

### Withdrawal of Consent

Where you have provided your specific consent to the use of personal data, you may withdraw that consent by contacting us:

Motorhome Insurance Services,  
Office 2A, First Floor,  
3 Jubilee Way  
Whitstable Road,  
Faversham  
Kent ME13 8GD  
Tel: 01227 774050 email: [admin@motorhomeinsurance.com](mailto:admin@motorhomeinsurance.com)

### How to Make a Complaint

If you wish to make a complaint about how we hold or use your data, please contact us:

Motorhome Insurance Services,  
Office 2A, First Floor,  
3 Jubilee Way  
Whitstable Road,  
Faversham  
Kent ME13 8GD

Tel: 01227 774050 email: [complaints@motorhomeinsurance.com](mailto:complaints@motorhomeinsurance.com)

If you are dissatisfied with how we deal with your complaint, you may contact the Information Commissioner's Office:

The Information Commissioner Wycliffe House Water Lane Wilmslow Cheshire, SK9 5AF; Phone: 08456 30 60 60 Website: [www.ico.gov.uk](http://www.ico.gov.uk)

## Information from Other Sources

We may use legal public sources such as the electoral roll, HM Treasury Sanctions List, Companies House and other third party sources such as credit reference agencies to obtain information about you, for example to verify your identity or check your credit history.

We may also obtain information about you from credit reference agencies and similar third parties. Some personal information may be provided to us by third parties such as insurance companies, other insurance intermediaries and motor vehicle licensing authorities. In some cases you will have previously submitted your personal information to them and given them approval to pass this information on for certain purposes.

Such information will only be obtained from reputable sources which operate in accordance with the General Data Protection Regulation.

We and/or other parties may use your information for purposes such as statistical and trend research and analysis which may include computerised processes which profile you. Automatic profiling helps us understand, predict and forecast customer preferences and to improve the products and services we offer and to assess which products might be most suitable for you

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## IP Addresses and Cookies

Our website uses a variety of cookies that are listed in the table below. These small text files ask permission to be placed on a computer's hard drive which then allows us to gather information on our website's performance. The cookies we use are 'analytical' cookies and they facilitate the gathering of information to ultimately improve our website; they do not however collect any personally identifiable information about you. Such examples of the information they do provide us could be your IP address, operating system and browser type.

The majority of web browsers allow a degree of control of most cookies via the browser settings. You may decline cookies via the browser, though this could impair your browsing experience on many websites. For more information on this, and more information about cookies in general, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org). To delete cookies from your mobile phone, please refer to the handset manual.

The cookies we use are as follows:

### Google Analytics

Google Analytics is a free service offered by Google that generates detailed statistics about visitors to a Web site for marketers. Google Analytics makes it possible to track users across search engines, email campaigns and display advertising giving advertisers the opportunity to optimise campaigns on multiple platforms.

### Yahoo! Web Analytics

Yahoo! Web Analytics is an enterprise-level website analytics system designed to help website businesses increase sales and visitor satisfaction, reduce marketing costs and gain new insight on online customers. Yahoo Analytics was previously called Index Tools, and is now a Yahoo! company.

### Google Adwords conversion tracking

This cookie is used to track when a visitor purchases a product advertised on our website.

### Session Cookie

This is a cookie set by the web server that is required for the website to function; it does not store any personal data and is deleted when the visitor closes their browser.

### DoubleClick

DoubleClick offers technology products and services sold primarily to advertising agencies and media companies. Clients can traffic, target, deliver, and report on interactive advertising campaigns through its main product line DART and across Google's content network.

### Right Media

Right Media operates an online advertising exchange, a marketplace that enables advertisers, publishers and ad networks to buy and sell digital media. Their core services provide integrated ad serving, optimization and business development. Technology providers develop services for the Exchange through APIs. Right Media is a Yahoo! company.

### Twitter Tween Button

This cookie is set by Twitter to allow a visitor to tweet certain articles from our website.

### Facebook

Derived from Facebook buttons. This is to enable sharing of information from our website.

### Twitter

Derived from Twitter buttons. This is to enable sharing of information from our website.

### Plus.google.com

Derived from Twitter buttons. This is to enable sharing of information from our website.

### .digg.com

Derived from the Digg button. This is to enable sharing of information from our website.

### .stumbleupon.com

Derived from the Stumbleupon button. This is to enable sharing of information from our website.

**.delicious.com**

Derived from the Delicious button. This is to enable sharing of information from our website.

### **Controlling Your Personal Information**

You can ask us not to process any of your personal data for marketing purposes. We will inform you (before collecting your data) whether we will collect your data for such purposes or whether we intend to disclose information to third parties for the same purposes. You may exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.

Our site may contain links to other affiliate, advertiser or partner network sites. Please note that these sites should have their own privacy notices for which we do not accept any responsibility or liability. Always observe these policies before you submit any personal data to these websites.

The following ways allow you to control your personal information when using this website:

- whenever you are asked to fill in a form on the website, ensure you observe the box that indicates whether you wish for the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes and wish to revert that decision, please do not hesitate to contact us at [admin@motorhomeinsurance.com](mailto:admin@motorhomeinsurance.com)

Motorhome Insurance Services will not sell, distribute or lease your personal information to third parties unless prior permission has been granted by you, or under any rare circumstances are required by law to do so. We may use your personal information to send you promotional information which could be of interest. This is based on the consent indicated in the forms on this website.

You can request to see the information that we hold about you under the General Data Protection Regulations 2016/276 and the Data Protection Act 2018. If you would like a copy of the information please write to Subject Access Request, Motorhome Insurance Services, Office 2A, First Floor, 3 Jubilee Way, Whitstable Road, Faversham, Kent, ME13 8GD.

If you consider any of the information we hold on you to be incorrect, please contact us by emailing or writing to the above addresses and we will promptly update our records.