

Vio Insurance Services Privacy Notice

At Vio we take keeping your personal data safe, seriously and why we're committed to making sure you receive the service you'd expect and that your privacy is always protected.

For ease of reading, during our privacy statement Vio Insurance Services may be referred to by either ('we' and 'us')

In this notice you'll find what information we collect from you and how we use this to deliver our services, as well as your rights.

How we use your information?

When you buy a policy or service through us, we'll collect some of your personal details. We'll only use this for administering your contract and supporting the provision of the services you've asked for.

Examples of the types of personal information we collect are, depending on the product or service you are applying for there may be other pieces of data we ask for:

- Name
- Address
- Telephone number (including mobile)
- Email address
- Date of birth
- Payment details (Direct Debit, credit/debit card number)
- As appropriate or requested- Boiler/Appliance/Mobile phone details (make and model)
- I.P. address for your device (if visiting our website or using our app)

The information gathered during an application for one of our products is required to complete the sale of the offer and forms part of your contract with us. Unless otherwise stated, the information you provide will not be used for any other purpose without your permission. If any of the data is missing from the application form or is incorrect, we may not be able to provide the services offered by the product purchased.

Keeping and storing your data

If you're a current or past customer, we keep a copy of your personal details for no longer than 6 years. This 6 year period starts from the time your active relationship with us ends. Holding on to data allows us to meet our responsibilities in regards to tax and potential complaints arising after your contract with us has expired. All other personal data, not being used to manage you contract with us, is kept for a maximum of 90 days, unless otherwise required by law.

Sharing your data

We often work with carefully selected third parties, who introduce us to their customers, this is so we can promote the products and services we offer.

If you've been introduced to us through one of these third parties, we may share details of the products you've purchased with them. Sharing data in this way helps us resolve complaints and ensures that we're offering our products, to the right people.

We respect your privacy and this is why we won't give your data to any third parties for marketing purposes. On occasion and in addition to the above, we may pass your information to a number of third parties for the following reasons:

- Delivering the services you've asked for, which might include giving information to members of your family, household, or other people who have an interest in the property.
- For legal or regulatory purposes including fraud prevention
- If we buy or sell any business or company assets

Keeping you up to date with us

Whenever we collect your personal information we promise not to bombard you with marketing material, but we also understand if you do not to receive anything from us.

If you've asked us to send you marketing material, you can change your mind at any time by contacting us. You can find our contact details in the footer of our website. You'll also find an unsubscribe link in every marketing email we send to you.

Messages related to your policy will only be sent via email, which include policy and renewal documents, this is to help keep our product prices low and help reduce our carbon footprint.

Your rights matter

If you'd like to see the personal information that we hold about you, you can request a copy at any time. If you find that this information is incorrect you can ask for it to be updated. If you believe the information is being processed without a legal basis, you can request us to stop or request that it's deleted from our systems.

You can send an email to: info@viouk.com to action any of the points made above

We won't charge you for a copy of your personal data but we will ask you for proof of your identity before we disclose it. Once we are confident that you have the rights to request this data, we'll send you a copy of the personal data we hold within 30 days.

You can also request for your personal data to be transferred to a new provider on your behalf if you decide to use a different provider for our service.

Contact us

General Enquiries/Data Controller

Vio Insurance Services Limited (Dept WCS)
6 Faraday Office Park,
Rankine Road,
Basingstoke,
RG24 8QB

Data Protection Officer

Data Protection Officer
Vio Insurance Services Limited (Dept WCS)

Email: info@viouk.com

Disputing whether your data has been processed fairly

If you feel that we haven't processed your data fairly or you're not satisfied with how we've handled your personal information. You can contact the Information Commissioners Office. For full details about how to share any concerns you may have, visit www.ico.org.uk/concerns/

Other Websites

Any links to other websites are solely pointers to topics that may be useful to the users of our website. Please remember that when you use a link to go from our website to another, this privacy notice will no longer apply. Your browsing and interaction on any other website are subject to that site's own policies. This includes sites which are reached through a link we provide. We recommend that you read the rules and policies relating to any website before submitting personal information.

Updates

This notice may be updated from time to time and we recommend that you check back regularly but we will notify you of any changes to our privacy policy through email. The version number and date released will always be listed below:

Version number: 1.0

Date released: June 2018