

# Accident Exchange Privacy Statement

During the course of our dealings with you we may obtain a variety of information about you. This policy explains how we look after that information and what we do with it.

We have a legal duty under the Data Protection Act 1998 to protect your information and prevent it falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

Much of the information we hold will come directly from you during our discussions with you about the circumstances of the accident you were involved in, but we may also receive information from:

- your insurance company
- the garage or bodyshop which is repairing your car
- any person (e.g. your motor dealership) who may have put you in contact with us
- other sources connected with your accident, including the police

We store your information securely on our computer system and access to it is appropriately restricted. We train our staff in handling personal information securely.

When we telephone you we may ask you certain questions to verify your identity to ensure your personal information is not inadvertently disclosed to other people, including members of your household. However, we also give you the opportunity to tell us if there is anyone else you agree to us discussing your claim with if this is more convenient.

We may monitor and record telephone conversations with you for quality and training purposes and we may use such information, if necessary, in the management of your claim. We may need to disclose information to your insurance company or to the garage or body shop involved in the repair of your car, but we only do this when it is necessary in connection with your claim.

We also cooperate with other companies in the insurance industry to prevent fraud, and may share information about you for this purpose.

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To obtain a copy, either ask for an application form to be sent to you, or write to the Data Protection Officer at Accident Exchange. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. We aim to reply as promptly as we can and, in any case, within 40 days.

**By accessing and using the website, you confirm your consent to Accident Exchange collecting and using your information in accordance with this privacy policy.**