



Privacy Notice

This Privacy Notice contains important information to help you to understand how we collect, use and share data about you. The notice is intended to help you understand:

- Who we are
- How the law protects you
- How we collect and use your data
- How we share your data
- Your rights
- Other important privacy information

Who we are

All personal data is held by Disaster Care LTD, whose registered office is at Sherwood House, 41 Queens Road, Farnborough, Hampshire, GU14 6JP.

How the law protects you

The General Data Protection Regulation (GDPR) allows Disaster Care Platinum (DCP) to use personal information. This includes sharing the data with a third party outside of DCP if it falls under one or more of the below reasons:

- To fulfil a contract with the customer
- When it is a legal duty
- When it is in a legitimate interest
- When you consent to it

How we collect and use your data

Personal data is collected from a number of sources which includes emails and letters that you send to DCP, through telephone calls with the customer and indirectly through your insurers, broker and loss adjuster. The reason we collect personal data (and information known as sensitive personal data) is to provide you with the restoration service and any other service which will fulfil the service contract we have with our customers, suppliers or clients. DCP may also monitor or record calls, emails, or other communications in accordance with UK Law.

DCP collects and uses personal information about you to provide a service as part of your insurance policy. It is in our legitimate interest to have your personal data as we have a contract with the insurer, broker and loss adjuster to handle any restoration claims. It may also be necessary to collect and use your personal data to safeguard against fraud and money laundering, and to meet our general legal and regulatory obligations.

DCP will not hold your personal data for the purposes of marketing to you, directly or otherwise.

The personal data DCP collects and use is:

- Your first name(s) and surname to identify you as the policyholder and primary point of contact in relation to any queries regarding the restoration service.
- Your address, postcode, email address and phone number to contact you about your claim or any documentation which is linked or related to your claim.
- Data about your claim which includes any corresponded (either written or verbal) contact with us, for example in phone calls, emails and letters
- Information called sensitive personal data including your health status where it is necessary to provide a service or to comply with our legal obligations.

How we share your data

It is sometimes necessary to share your personal information with relevant third parties. We may share your information with

- Disaster Care Operative/ Approved Tradesman/ Approved Supplier for administering the claim that you have made under your policy.
- Insurer/Loss Adjuster as part of our contractual obligation to notify them.
- Law enforcement agencies for the prevention and detection of crime

Your data could be transferred and stored outside the EEA as we use a validation system which stores data outside the EEA. There is a contract in place to make sure the system protects the data to the same standard as the EEA. This may include following international frameworks for making data sharing secure.

We will keep your data for as long as is necessary for the purposes for which it was originally collected

- The longer of seven years from the date the last claim on your policy was settled, or seven years after the expiry date of your policy

This enables us to help you should there be any issues relating to your policy after its expiry and otherwise meet our legal and regulatory obligations.

How we store your data

All personal data stored on the online claims management system is held in our UK based data centre. All our servers are penetration tested every month and conform to the PCIDSS security tests.

All data transmission is encrypted, and full back ups are run every 24 hours. These are retained for 14 days, after which time they are rotated, and the data destroyed.

Your Rights

You have the right to

- Know what specific personal data we hold on your in our records, and request a copy of that data
- Have your personal data corrected or removed if it is inaccurate or incomplete
- Have your personal data deleted from our systems
- Restrict the processing of your data
- Object to the processing of your personal data. For example, to be used for direct marketing
- Have your personal data transferred to another company



- Withdraw consent to having your personal information used for marketing purposes

Your data is not used for any automated decision making or profiling. If you choose to restrict the processing of your data, we may not be able to continue to provide you with our services.

We will comply with any restriction on the processing of your data unless fulfilling your request would reveal information about another person, or if you ask to delete information which we are permitted or required by law to keep.

Contact Us

If you would like a copy of some or all of the personal information that we hold about you, or to update or correct any information, please email us at HR@disastercare.co.uk or contact the HR Manager on 0333 006 3306.

Complaints

If you would like to make a complaint about our handling of your personal data, please contact the HR Manager at the address and email above and we will do our best to deal with the issues that you have raised as quickly and fairly as possible. If you are still unhappy you can complain to the Information Commissioners office through <https://ico.org.uk/concerns>