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CHUBB INSURANCE BROKERS LTD

Privacy and Security Policy

Last updated: 25-06-2008

Chubb Insurance Brokers take your privacy seriously and we promise to respect your personal information at all times. We have developed this privacy and security statement to help you understand the information we collect, the reasons why and the security we have put in place to ensure that it is protected.

We would like to assure you that all information is collected fairly and lawfully in accordance with the Data Protection Act 1988 and the Privacy & Electronic Communications Regulations 2003.

Chubb Insurance Brokers and our website

Chubb Insurance Brokers and CHUBBCompare are the trading names of Chubb Insurance Brokers Limited. The Chubb Insurance Brokers website (www.chubbinsurance.co.uk), products and services are made available to UK based policyholders only. By using this Site you are deemed to have agreed to be bound by this Privacy Policy.

collection of information

To provide you with products and services we will need to collect and process personal information about you and maybe others connected with your business. The data will be used to:

- generate a quick and full guaranteed quote for your insurance needs
- administrate and otherwise manage your insurance policy
- enable us to develop products and services to meet your current and future requirements

sensitive personal information

In some cases we may need to collect and process sensitive information about you, your business, and your family or household, such as information about health or previous criminal/alleged criminal offences. We will only use personal sensitive data for the specific purposes for which you provide it such as providing a quotation or for the administration of the policy.

providing information on others behalf

In the course of providing information about you or your business, you may be providing information about other people. Where this is the case, please ensure that they are aware of what information is being given and how it will be used. Any sensitive information that is provided about someone else must be done with their express agreement.

Please also ensure this privacy and security statement is shown to anyone else who is covered by, or party to, any policies or services that are purchased from Chubb Insurance Brokers.

disclosing your information

Chubb Insurance Brokers gives you access to products and services from the leading UK's leading financial services companies. To do so we need to disclose relevant information to them to provide the quotation/s you have requested. This data will be held in the strictest confidence and used only for the purposes it has been collected.

fraud detection and prevention

Insurance providers pass information to the Claims and Underwriting Exchange Register run by Insurance Database Services Limited. The aim of this is to help insurers check information provided and also prevent fraudulent claims. When we deal with your request for insurance, the insurer may search this Register. Under the conditions of the policy, you must tell us about any incident, which gave rise to a claim. When we are told about an incident we will pass information relating to it, to the underlying provider.

cookie policy

Small text files, known as cookies, are widely used on the Internet. Chubb Insurance Brokers uses cookies to collect site usage information and to help users navigate around the site more easily. You can change your browser settings to not accept cookies but if you choose to do so this may impact your usage of this site.

links to other websites

The Chubb Insurance Brokers website may contain links to other third party websites. Please note that the content and data collection practices of these Sites are not in our control. Therefore you should read the privacy policies that are applicable to these Sites.

accuracy of data

We will do our best to keep the data held accurate and up to date. If you would like to review or update these details then please contact us.

monitoring of communications

The monitoring of e-mails, calls and other communications may take place in accordance with UK law. This will be used for a number of purposes including quality control, training and preventing and detecting fraud. By using such communication methods you are consenting to this.

security

We have put in place, and will maintain and update, sophisticated processes and technology to ensure your privacy is protected from unauthorised access and improper use.

changes to our privacy policy

The Chubb Insurance Brokers privacy policy may be updated from time to time. Please check this privacy policy on a regular basis for any changes.