

## Alpha Underwriting Limited – Privacy Policy

This privacy policy sets out how Alpha Underwriting Ltd uses and protects any information that you provide Alpha Underwriting Ltd when you use this website.

Alpha Underwriting Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

We reserve the right to amend this policy on occasion without notice to you. You should check this page from time to time to ensure that you are happy with any changes.

### Information about us

[www.alphaunderwriting.com](http://www.alphaunderwriting.com) is a site operated by Alpha Underwriting Ltd registered in England and Wales under registration number 06904209. Our registered office is 13 Harforde Court, John Tate Road, Foxholes Business Park, Hertford, Hertfordshire, SG13 7NW.

We are authorised and regulated by the Financial Conduct Authority (Reference 504604). The Financial Conduct Authority website which includes a financial services register of all regulated companies, can be visited at [www.fca.org.uk](http://www.fca.org.uk), or the Financial Conduct Authority can be contacted on 0800 111 6768.

### Information we may collect

We may collect and process the following information:

- information you provide by completing our online application
- contact information including email address(es)
- personal information in respect of clients who will be insured
- other information relevant to customer surveys
- if you contact us, we may keep a record of that correspondence

### Personal Information we may collect

Personal information is information that identifies an individual personally.

We may collect and process the following information in respect of clients who will be insured:

- names, demographic information, dates of birth and physical health

Personal information may be obtained by Alpha Underwriting Ltd directly from customer related transactions and from third parties via sources such as applications, transactions and consumer reporting agencies. Personal information may also be collected from our claims providers as well as other insurance companies or suppliers to Alpha Underwriting Limited.

All personal information supplied to Alpha Underwriting Ltd either directly or through a third party will be treated in accordance with the Data Protection Act 1998 as amended.

## How we use this information

We use information held about you and your clients in the following ways:-

- For the purposes of insurance administration by Alpha Underwriting Ltd
- To offer renewal of cover
- For the investigation of or prevention of crime
- To disclose to regulatory bodies for the purposes of monitoring and/or enforcing our compliance with their requirements
- For marketing purposes
- For research & statistical purposes

When you receive a marketing email we may track which links you click on and the areas of our website that you visit. This will enable us to better understand your needs and ensure any other information we send is better suited to your requirements.

## Security and information storage

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data we cannot guarantee the security of your data transmitted to our site, any transmission is at your own risk.

Please note that we provide products and services outside the European Economic Area (EEA). Therefore if you travel on such holidays, and it is deemed necessary to provide the cover you have purchased, the information you provide may occasionally be transferred outside the European Economic Area. It is worth noting however that some non-EEA countries do not afford the same level of data security as the UK. By submitting your details, you consent to this transfer. We will always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information.

## Disclosure of your personal information

Information may be disclosed to third parties including intermediaries, insurance companies, reinsurers, regulators, and administrators to service and administer the business.

In addition information may be shared with other unaffiliated third parties that perform services on behalf of Alpha Underwriting Ltd, such as assistance companies, loss adjusters and legal protection services.

Information may also be disclosed as otherwise permitted or required by law.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- Where we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply our contractual terms and conditions and by the agreement; or to protect the rights, property, or safety of Alpha Underwriting Ltd, our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## Your rights

You have the right to ask for a copy of the personal information held about you. You also have the right to ask for inaccuracies in information to be corrected. A copy of the information held about you by Alpha Underwriting Ltd can be requested at address below. A small fee may be charged.

## Access to information

You have the right under the Data Protection Act 1998 to access information held about you. Your right of access can be exercised in accordance with the Data Protection Act. Any access request may be subject to a small fee to meet our costs in providing you with details of the information that we hold about you.

## Contact

Any questions, comments or requests regarding this privacy policy should be addressed to Alpha Underwriting Ltd, 13 Harforde Court, John Tate Road, Foxholes Business Park, Hertford, Hertfordshire, SG13 7NW or by e-mail: [enquiries@alphaunderwriting.com](mailto:enquiries@alphaunderwriting.com)