

## YOUR INFORMATION

Domestic & General Insurance PLC (“we”, “our”, “us”) is the “data controller” of your personal information for the purposes of applicable data protection legislation. The personal information (including your: name, address, contact details, payment details) you provide will be processed for the purposes referred to below.

We’ll keep your personal information for all processing described below for a period of six years following the termination of your plan so we can deal with any claims made in relation to the plan. We may also continue to retain your personal information for marketing purposes, unless and until we receive a request from you to opt-out of marketing (see Marketing section below).

We may transfer your information to countries (including the US) which may not have data protection laws which provide the same level of protection as provided in the UK. Where this occurs we use the European Commission approved ‘Model Clauses’ as an appropriate safeguard to ensure that such information is adequately secured and protected.

### Purposes of processing

We’ll use your information (which you or others e.g. product manufacturers have provided to us) as necessary for the contract with you, to provide the requested service and for administration purposes (including, where applicable, the recovery of any amounts owing, and to undertake address searches (returned mail)).

We also use your information for the purposes of our legitimate interests in undertaking marketing (post), market research, customer surveys, printing services, checking and verifying your identity and contact details, recording your conversations for training, quality and compliance purposes, for analytics and profiling for marketing purposes.

Where we have your consent we will send you marketing (about our products and services and those of our third party partners) by email and/or SMS to the address and number provided when you purchased a plan. We require your consent to process your personal data for some conversion services, (Braille, Large Print, Audio) you have requested. Occasionally, the companies we use to carry out repairs may process the information stored on your devices while repairing those devices.

We may also process your personal information when required to do so by law, for example if we receive a request from law enforcement or other government officials.

### Disclosures of your information

Your information may also be shared with other members of the Domestic & General Group of Companies, with Signet Trading Limited, trading as H Samuel and with companies acting on our behalf or providing services to us (e.g. the companies we use to carry out repairs). Signet Trading Limited will process your personal information for their legitimate business interests (which interests include (without limitation) marketing and analytics) in accordance with their privacy policy, which can be found at <https://www.hsamuel.co.uk>

### Your information rights

By writing to the Data Protection Officer using the details provided below, you have the right to ask us:

- for a copy of the personal information we hold about you
- for a copy of the personal information you provided to us to be provided to you or sent to a third party in a commonly used, machine readable format
- to update or correct your personal information to keep it accurate
- to delete your personal information from our records if it is no longer needed for the original purpose
- to restrict the processing of your personal information in certain circumstances

And you may also:

- object to us processing your personal information – in which case we will either agree to stop processing or explain why we’re unable to
- where we rely on your consent, withdraw that consent at any time.

Please note that the above rights are not absolute and certain exemptions apply to them. You can also make a complaint to the Information Commissioner ([www.ico.org.uk](http://www.ico.org.uk)) if you feel your personal information has been mishandled.

### Marketing

We, along with other members of our Group of Companies and Signet Trading Limited, may use your information to tell you about any offers, products or services which may be of interest to you. We may contact you by mail, telephone, email and/or other electronic messaging services.

If you wish to change your marketing preferences in relation to information received from us (or other members of our Group of Companies), please use the contact details below.

If you wish to opt out of receiving marketing information from Signet Trading Limited please let them know by writing to H.Samuel, PO Box 7578, Birmingham B26 3FD or telephone customer services on 0800 458 1065.

### Domestic & General’s contact details

To contact Domestic & General about the processing of your information or your information rights, write to: Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP or [dataprotection@domesticandgeneral.com](mailto:dataprotection@domesticandgeneral.com)

To change your marketing preference let us know by emailing [marketingpreferences@domesticandgeneral.com](mailto:marketingpreferences@domesticandgeneral.com) or by writing to us at the address above.