

## **AUTO LEGAL DIRECT LTD PRIVACY POLICY**

Auto Legal Direct Ltd (ALD) is committed to protecting the privacy of our clients. We are not in the business of selling, renting or trading client's data with other companies and businesses for marketing purposes.

This policy details the basis on which any personal data that ALD collects from clients or is provided by clients is processed. Please read the policy carefully to understand the ways your data will be used, shared and protected by ALD

All client data is held and protected in line with the Data Protection Act 1998 and the EU General Data Protection Regulation (GDPR).

Auto Legal Direct Ltd is a company registered in England & Wales under registration number 04611322, our registered offices are at Midland Garage, 20A Buxton Road, Hazel Grove, Stockport, SK7 6AE. Auto Legal Direct Ltd is regulated by the Ministry of Justice in respect of Claims Management Activities.

### **Cookies**

We may place a text file called a "cookie" in the browser files of your computer or mobile device. The cookie itself does not contain personal information although it will enable us to relate your use of ALD's website or Electronic Services to information that you have specifically and knowingly provided. But the only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other websites.

We may use cookies to track user traffic patterns on ALD's website or Electronic Services, but we do not use cookies to track your use of third party websites.

You can refuse cookies by turning them off in your browser. Alternatively, you can set your browser to warn you before accepting cookies; this means you will receive the warning message with each cookie.

### **Information Collected and processed by ALD:**

Much of the information we hold will come directly from you during our conversations, or from your legal representative, about the accident and circumstances and will only be used in connection with your claim

- Name
- Address
- Email address
- Phone numbers
- Driving licence details
- DOB
- Car Insurance details
- Vehicle details
- Third Party information
- Witness Details
- Accident information (location, circumstances etc)
- Any other information required for the processing of your claim

### **Where personal data is stored**

ALD will take all necessary steps to ensure that data is treated securely and in accordance with this Privacy Policy, and in line with the Data Protection Act 1998 and GDPR.

Information you provide is stored on ALD's secure servers and/or in our secured filing cabinets. This information is retained for up to 7 years. Once your information has been received by ALD there are strict procedures and security measures in place to prevent any unpermitted access.

### **How long we store data for**

Personal data is held for 7 years; in line with our legal obligation.

### **Confidentiality and Security**

Access to personal data is limited to employees who need to come into contact with the information in order to process claims or provide services to you.

There are physical, electronic and procedural safeguards in place that comply with our legal responsibilities and protect your personal data.

Any personal data breach will be reported to the relevant supervisory authority within 72 hours of ALD becoming aware of a breach. ALD will also inform clients of any personal data breach without undue delay. ALD holds records of any personal data breaches, regardless of whether we are required to notify.

### **Data Sharing**

We may share personal information with other organisations in order to process claims, these include third party Insurance Companies, Vehicle engineers and Solicitors. We may also share your data where we have a duty to disclose information to comply with legal obligations; and for the purpose of the prevention or detection of offences, data may be shared with the Police and governmental or representative bodies in accordance with the relevant legislation. Data may be shared electronically (email, online forms etc), by telephone or by post. By instructing ALD to process a claim on your behalf you agree to your data being shared where necessary with the above third parties.

### **Access to personal information**

You have the right to access all personal information supplied to ALD and rectify any inaccuracies on the information held. Further enquiries should be made to [claims@autolegaldirect.co.uk](mailto:claims@autolegaldirect.co.uk) or sent to Data Services, Auto Legal Direct., Midland Garage, 20A Buxton Road, Hazel Grove, Stockport, SK7 6AE.

You also have the right to withdraw your consent for the processing of your personal data, have your personal data erased, or the processing restricted. Please note that withdrawing consent and requests for restriction/erasure may affect our ability to provide you with a claims management service.

By using this website, you consent to the collection and use of this information by ALD and to this Privacy Policy.