



PRIVACY POLICY (Fair Processing Notice)

Data Controller: Magna Accident Services Ltd, Tillbridge Farm, Sturton-by-Stow, Lincoln, LN1 2DS

Contact for queries: Kelly Jakes, Business Support Manager, 01427 787148, kelly@magna-accident.co.uk

How will we use the information you give us?

We will only use your information on the basis that it is necessary to administer your motor accident claim. Where we need to pass information to other firms, it will only be for that purpose. These firms will include Insurers, insurance brokers, engineers, repairers and hire companies. It includes finance providers and firms that process or administer our records.

When we contact you, it will either be for the above reason, or because we have a legitimate interest in marketing related products. For any other marketing it will only be with your consent, and you will be able to withdraw your consent or unsubscribe easily at any time.

If we have to transfer information to a third country outside the UK/EEA/EU, we will only do so if a similar level of protection applies. If we need to obtain information which is by nature sensitive, we will only do so on the basis that it is in the public interest - for example to fight crime, prevent fraud or to make sure insurance is available.

Like many Credit Hire Organisations, Accident Management businesses, and Insurers we pass information relating to claims to the VBASE database (VBASE) operated by Verius Risk Solutions Limited. The aim is to help us check information provided and also to prevent fraud. We will pass information relating to this incident to Verius Risk Solutions Limited for analysis as part of its risk assessment business. In dealing with this incident we may search Verius Risk. VBASE is also accessible by other clients of Verius Risk Solutions Limited and third parties with whom Verius Risk Solutions Limited contracts, other providers of data to VBASE, financial service providers and insurance industry in general for the purposes of risk assessment, identification, prevention, detection and management of fraud and other associated law enforcement purposes.

If you are dealing with this claim on behalf of an individual, please ensure this information is brought to their attention.

What type of personal information do we need?

- Name and address
- Contact information including email address
- Vehicle details
- For the purposes of supplying a vehicle we will require driving licence information, additional identification and your national insurance number. This information is required to indemnify insurance cover.
- We will only collect what is necessary and will only keep it for as long as we are required to do in line with our data retention policy.



What other types of information do we need?

- We might also need details of previous accidents.
- We may need Vehicle Registration and Insurance Documents
- We will ask for details of any criminal convictions.
- We will only collect what is necessary and protect it with appropriate security measures.
- Payment Card information may sometimes be requested to process payments of which you will be aware such as damage or driving fines (Speeding, parking etc). All payment transactions are encrypted. Magna Accident Services Ltd do not record any of your payment information and process all transactions via WorldPay payment services which is compliant with the Payment Card Industry Data Security Standard (PCI DSS). When you are asked for payment card details you will be placed on a secure line so your information is not recorded.

How do we obtain your information?

- We may gather it from information you submit to a website, by telephone, face to face or by email.
- We may receive it from insurers, insurance brokers, introducers and firms handling claims.

What are my legal rights?

- You have the right to complain to the Information Commissioner at www.ico.org.uk, Tel 0303 123 11132.
- You can obtain a copy of your personal information from us without charge by contacting us at the address above. This may include the right to transfer information to other providers.
- You have the right to ask us to correct information.
- You have the right to ask us to delete your information or stop using it, unless it is necessary for us to retain it for insurance or financial purposes as set out in our data retention policy.
- You may have the right to object if decisions about you are made solely by a computer.