

Privacy Notice

Who We Are

Mason James Insurance Services Limited t/as Bentley Insurance Services ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Mason James Insurance Services Limited t/as Bentley Insurance Services' registered office is at **Woodlea, Reacliffe Road, Rudyard, Leek, Staffs. ST13 8RS** and we are registered in England and Wales under company number **03803668**. We are registered on the Information Commissioner's Office Register of Data Controllers under registration number **Z8414355** and act as the data controller/data processor. The designated Data Protection Officer/Appointed Person for the organisation is **Michael Cowburn**. He can be contacted at **alex.cowburn@bentleyinsuranceonline.co.uk** or on **01538 387059**.

Information That We Collect

Mason James Insurance Services Limited t/as Bentley Insurance Services processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any other way than already specified in this notice.

The personal data that we collect may include such things as:

- Name / Address
- Email Address
- Telephone Number
- Mobile Telephone Number

We collect information in the following ways:

- Face to Face
- Forms that you have completed and given to us
- Emails that you have sent to us
- Information you have given us by telephone
- Information that we have obtained from publicly available sources

How We Use Your Personal Data (Legal Basis for Processing)

Mason James Insurance Services Limited t/as Bentley Insurance Services takes your privacy very seriously and will never disclosure, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw such consent at any time. The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data in the performance of a contract or to provide a service
- The information we collect will be passed to Insurers to enable them to calculate a competitive Insurance quotation to meet your requirements. In order to obtain the most competitive quote it may be necessary to pass your information on to other Insurance intermediaries who are authorised and regulated by the Financial Conduct Authority
- We collect your personal data if you wish to pay your premium by instalments. This information will be passed on to a premium finance provider
- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes

Your Rights

You have the right to access any personal information that **Mason James Insurance Services Limited t/as Bentley Insurance Services** processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible, unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with the data protection law, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request for any of the above rights, we may ask you to verify your identity before acting on the relevant request. This is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We may disclose your 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 businesses or assets.

If **Mason James Insurance Services Limited t/as Bentley Insurance Services** assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions and other agreements or to protect the rights, property, or safety of **Mason James Insurance Services Limited t/as Bentley Insurance Services**, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Safeguarding Measures

Mason James Insurance Services Limited t/as Bentley Insurance Services takes your privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including measures such as:

- Encryptions
- Secure practices, restriction
- IT authentication
- Ransomware
- Firewalls
- Restricted Access

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to **Mason James Insurance Services Limited t/as Bentley Insurance Services**, however, as this information is required for us to provide you with our services/deliver your products/legitimate interests, we will not be able to offer some/all of our products or services without it.

How Long We Keep Your Data

Mason James Insurance Services Limited t/as Bentley Insurance Services only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations, after which time it will be destroyed. Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and withdraw your consent.

Special Categories Data

Owing to the products and services that we offer, **Mason James Insurance Services Limited t/as Bentley Insurance Services** sometimes needs to request sensitive personal information from you about your staff such as serious criminal convictions of a specific nature. Where we collect sensitive personal data, we will only request the information required for the specified purpose and always ask for your explicit consent through a signature. You can modify or remove consent at any time, which we will act on immediately, unless there is a legitimate interest or legal reason for not doing so.

Future Contact

Mason James Insurance Services Limited t/as Bentley Insurance Services would like to contact you by either email, telephone or post regarding policies you currently have with us or policies that we setup in the future for you.

Lodging A Complaint

Mason James Insurance Services Limited t/as Bentley Insurance Services only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.