

Privacy and Security Policy

Call Connection Ltd takes the protection of your data very seriously and has notified the Information Commissioner of its intention to process personal data in accordance with The Data Protection Act 1998.

If you require more detailed information about The Data Protection Act 1998, you can visit the Information Commissioner's website at: <http://www.ico.gov.uk/>

How we will use your data

We may collect your personal data, which may be sensitive personal data, via the call transfer service that we provide. We will ask for your permission to use your data during the telephone service offered.

The product providers that you may be transferred to may use your data to provide a quotation and may contact you directly by email, telephone or SMS in relation to your specific search.

If you choose to purchase a product from one of the providers, you will then be giving them permission to use your data for the purpose of administering the contract and to contact you. You must check providers' policies carefully to ensure you understand what permission you are granting them to contact you and the manner of that contact.

If you do not wish to receive any future contact from Call Connection Ltd, you can advise us at any point during the call or contact us at the address listed under the **Your rights** section of this Privacy and Security Statement.

Data Transfer

In some circumstances Call Connection Ltd may be able to transfer some or all of your data across to the selected product providers, saving you time in your search. Where this is the case we will ask your permission first before transferring any data to the product providers. Once the product providers have your details they will confirm any additional criteria they need to be able to obtain a quotation for you. They may also wish to re-confirm data that has been sent across to ensure correct information is recorded. This service may not be available to all customers.

Before you provide us with any information about other people, you must get their permission. This applies to all information you provide about them, but especially to sensitive data such as health information or convictions. In submitting their details, you are confirming to us that you have their permission to do so, and that they understand how their information will be used under the terms of this Privacy and Security Policy.

Credit Searches

In the course of arriving at an insurance quotation, some insurance providers may use a credit scoring system to search and assess your credit information. Call Connection Ltd does not carry out any credit searches, but may offer a transfer to product providers who do.

Unsolicited e-mails

We do not opt-in to any contact options on your behalf, other than as set out in this Privacy and Security Policy, to further prevent your data being used in a way in which you would not want. If you experience any problems with unwanted contact, please notify Call Connection Ltd: comments@callconnection.com.

Purchasing your product

Call Connection Ltd may contact you via email and SMS (text message service) to help you in your search for products.

Call Connection Ltd will not provide any advice on the products you have been offered, or provide a specific recommendation; they will act only as a call transfer agency to put you in touch with an appropriate company. Products are purchased directly from the product providers, you will not be able to purchase any products from Call Connection Ltd.

Call Connection Ltd may record and monitor any form of contact made to you. Access to such recordings will be strictly restricted at Call Connection Ltd, with a full audit trail of any access given for the purposes of legitimate interest of the data controller or to meet a formal request, in accordance with UK Laws, for the purpose of administering a product you may have purchased, in your vital interests, to meet any legal obligation, or to assist in the prevention or detection of crime.

Confidentiality

Call Connection Ltd will treat all your personal information as private and confidential. Other than under the terms of this Privacy and Security Policy, we will not disclose any of your information.

Should, at any future stage, the need arise for us to use any other company to assist with the monitoring or analysis of data, such companies will be subject to strict agreements to maintain our commitment to the protection of your data. The same duty of care is applied to all our employees.

Your rights

If you do not agree with this Privacy and Security Policy then you should not provide any of your personal information to Call Connection Ltd. If at any time after you have provided us with your personal data and you would like to object to your data being used, contact us via the following methods:

Phone: 0800 083 7533

Email: comments@callconnection.com

Post: The Compliance Manager
Call Connection Limited
PO Box 564
Ipswich, IP1 2WN

We will endeavour to process your request as soon as possible, however this may take up to 28 days.

This Privacy and Security Statement was last updated on 1st February 2010.