

About Us

Privacy Notice

Liability and General Insurance Brokers Ltd values its relationship with you. Protecting the privacy of your personal information is of great importance to us. We want you to understand how and why we collect personal information about you, how we use it, your rights regarding this information, the conditions under which we may disclose it to others and how we keep it secure. What type of information do we collect about you?

The personal information we collect about you may include:

Name, Address, Phone Number, Email Address	Managing claims
Gender	Family Information
Marital Status	Date and Place of Birth
Health Information / Medical History	Banking Information
Customer service communications	Criminal History
Supporting fraud prevention agencies	Credit History and Credit Score
Government identification numbers - National Insurance, Social Security, Passport, Tax, Driver's License	Claims/Policy Numbers

How do we collect information about you?

We collect personal information from you or your representative through the policy when you contact us by phone, email or letter and ask us about our products or services, request a quote, renew or make changes to your cover, make a claim or complaint, enter one of our competitions or take part in one of our promotions.

We may also collect information about you from your family members or employer, credit reference agencies, anti-fraud databases, sanctions lists, relevant government agencies, and those who may be involved in a claim - claimants, witnesses, experts, adjustors, and others.

Why are we collecting your personal information?

We may collect your personal information for the following purposes:

Providing information about our products and services	Payments to/from individuals
Providing a quote or secure cover	Managing claims
Account setup, including background checks	Complying with legal or regulatory obligations
Performing financial sanction searches	Direct marketing activities
Customer service communications	Dealing with complaints
Supporting fraud prevention agencies	Evaluating risks to be covered

Where does your information go?

We may need to share your personal information with our principal firm JHL, and with other organisations who are essential to the running our business and the services and products we provide, such as our supporting insurers, loss adjusters, and legal and medical advisors. Certain affiliates, agents or contractors, may be located outside of the European Economic Area (EEA), we will continue to protect any transferred personal information in keeping with all applicable privacy requirements.

For more information please contact the Data Controller, Rob Allinson

How long do we keep your information?

We will keep your personal information only so long as is necessary to provide service to you under your policy. Specifically, we will keep your information for so long as a claim may be brought under the policy, or where we are required to keep your personal information to satisfy legal or regulatory obligations.

Your Rights

Under certain circumstances, you have the right:

- To receive a copy of the personal information we have collected from you
- To receive further details of the use we make of your information
- To update or correct the personal information we hold about you
- To require us to delete any personal information we no longer have a lawful purpose to use
- To restrict our use of your personal information

If you are not satisfied with our use of your personal information, to file a complaint with the appropriate supervisory authority.

There are specific conditions where we may need to restrict the rights described above, in order to safeguard the public interest (e.g., the prevention or detection of crime) or our interests (e.g., to maintain legal privilege).

How to Contact Us Address any questions regarding our privacy practices or this Notice to:

Name: Rob Allinson

Email: rob@liabilityandgeneral.co.uk

Address: Unit 5 Hill Farm Barns, Ashbocking Road, Henley, IP6 0SA

Phone: 01473 350456