

Motorway Direct Plc

Privacy Notice

We've created this policy to explain how we...

- Collect;
- Use;
- Disclose;
- Transfer; and
- Store

...your data.

This privacy notice was drafted to be brief and clear. It does not provide exhaustive detail of all aspects of Motorway Direct's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Who are Motorway Direct Plc?

We are an administrator of guarantee products and insurance policies. We also sell motor-related insurance policies and pet insurance policies direct to the public. We are a Data Controller for these purposes.

We operate under our own trading styles of:

- Car Protect;
- Protect Your Pet;
- Business & Domestic;
- AA Warranty.

AA Warranty is a trademark of AA Group of Companies and is used with its permission under licence to Motorway Direct Plc.

Our registered office is: Warranty House, Savile Street East, Sheffield, South Yorkshire, S4 7UQ (registered No 3222540 England, Group VAT registration No 804050184).

We are also registered with the:

Information Commissioner's Office – Z5321981.
Financial Conduct Authority – 311741.

Data Security

We employ a number of organisational and technical measures to protect the personal data that we hold. We review and amend these practices regularly to ensure we meet our data protection obligations.

What information do we collect from you?

Under the Data Protection Act 1998, we are required to notify our use of personal data to the Information Commissioner's Office (ICO). You can see our current notification on the ICO website: www.ico.org.uk

The information we collect about you will depend on your relationship with us. To read the appropriate privacy notice for you, please view the relevant category below:

- Policyholders / Product holders
- Potential customers
- Job applicants, current & former employees
- Third party suppliers

Policyholders / Product holders

We have to hold the details of the people who have requested the product or service in order to provide it. In this instance, our legal basis for data processing will be the performance of that contract.

The source of the personal data we hold will be from the sales distributor, or in respect of our direct sales activity, from the customer themselves.

Typically, the data we hold will include contact details (such as name, address, phone, email), data on the covered item (in the case of motor-related products: the make, model and registration number of the vehicle or in the case of pet insurance: the name, age and breed of your pet). We often hold payment details, such as a sort code and account number if you are paying by direct debit. We will also hold details of our customer's interactions with us, such as contact with our Customer Service Team and/or claims history.

We only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who use our products and services to carry out a survey to find out if they are happy with the level of service they receive from us.

We may share data with other organisations to provide our customers with the service they have requested, such as passing on your name, contact number and vehicle's make and model to a Motor Repairer. When doing so we will only share the minimum amount of data with them.

We will store this information safely for the duration of the contract and then for a further three years after the contract has been terminated. The data will then be destroyed.

Motorway Direct Marketing (Policyholders / Product holders)

Motorway Direct would like to keep its customers up to date with our latest products, services and special offers.

This activity is classed as direct marketing, and as such, we can only do so with your consent.

You have the right to amend or withdraw your consent for direct marketing immediately and at any time. To do so, please contact our Customer Services Team on the address below.

Motorway Direct will not share your data with other companies for marketing purposes without your consent.

Potential Customers (Motorway Direct Marketing)

Motorway Direct have a direct sales team who contact individuals to discuss with them the benefits of our products and services. We use a third party data provider to supply us with the data we need to make the call. Our data provider ensures all our data is opt-in for marketing purposes and that it is not TPS registered.

We request from them only the minimum data required for us to make the call (such as a name, address and phone number). We also impose tight criteria to ensure our marketing activity is as focused and relevant as we can reasonably make it (for example only requesting opt-in data on individuals whose vehicles fall within a certain age and/or mileage limit).

We will store this information safely for the duration of the telesales campaign. All our data is "one time use" which means that if someone does not wish to take up a product or service with us, we will respect their wishes and will not attempt to make contact with them again at that time. We will retain the minimum details of their data to ensure that we honour this commitment, such as placing their phone number on a "do not dial" list if requested.

Motorway Direct will not share your data with other companies for marketing purposes without your consent.

Job applicants, current and former employees

When individuals apply to work at Motorway Direct, we will only use the information they supply to us to process their application and to monitor recruitment statistics.

Where we want to disclose information to a third party, for example where we want to take up a reference, we will not do so without informing them beforehand.

Personal information about unsuccessful candidates will be held for six months after the recruitment exercise has been completed, it will then be destroyed.

Once a person has taken up employment with Motorway Direct, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment.

We will need to share some of their data with other organisations only as required for their employment such as for right to work, tax, payroll, and pension administration purposes. Once their employment with Motorway Direct has ended, we will retain the file in accordance with the requirements of our retention schedule and then destroy it.

Third party suppliers

This is a broad term which is meant to include the following:

Firms who sell our products (such as a motor dealer or an insurance broker), firms who work with us to help us perform our customer's contracts (such as a motor repairer or a breakdown recovery agency).

We have to hold the details of the firms we work with in order to execute the contracts we have with them. In this instance, our legal basis for data processing will be the performance of that contract. The source of the personal data we hold will be direct from the third party themselves.

Typically, the data we hold will include contact details (such as name, address, phone, email), data on the contractual relationship (in the case of motor-dealer: the product versions they offer for sale and the costs of those products; in the case of a motor repairer, whether they form part of a larger repairer network). We usually hold payment details such as a sort code and account number to enable us to make payments for goods/services supplied. We will also hold details of our third party's interactions with us, such as contact with our Customer Service and/or Claims Teams to enable us to deliver the best possible customer outcome and to deliver on our contract commitments with them.

We will store this information safely for the duration of the contract and then for a further three years after the contract has been terminated. The data will then be destroyed.

People who telephone us

When you call us we collect Calling Line Identification (CLI) information. We use this information to help improve our communications' efficiency and effectiveness. We record and monitor phone calls for the purpose of monitoring compliance with office policy.

People who email us

Any email sent to us, including any attachments, may be monitored for the purpose of monitoring compliance with office policy. Blocking (spam) software may also be used.

People who visit our websites

When someone visits www.brand.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns.

We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Cookies

You can read more about how we use cookies in our Cookie policy.

Links to other websites

This privacy notice does not cover the links within this site to other websites. We encourage you to read the privacy statements on the other websites you visit.

Data Transfer Overseas

We or the insurer may transfer your information outside of the European Economic Area (EEA), for example the United States of America. We or the Insurer will only do this where it is necessary for the conclusion, or performance of your contract. We will ensure that suitable safeguards are in place before transferring any data overseas.

Automated Decision Making / Profiling

Motorway Direct does not undertake any automated decision making / profiling.

How to access the information we might hold about you

Motorway Direct tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a "subject access request" under the Data Protection Act 1998. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to us for any personal information we may hold about you, or to ask us to correct any mistakes, or to have your data erased, you need to put the request in writing to our Customer Services Team at the address below:

Post: Motorway Direct Plc
Customer Services
Warranty House
Savile Street East
SHEFFIELD
S4 7UQ

Email: customerservices@motorwaydirect.co.uk

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

Complaints or queries to us

Motorway Direct tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously.

We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for three years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Complaints or queries to the Supervisory Authority

The UK's supervisory authority for data protection is the Information Commissioner's Office (ICO). You can complain directly to them via:
Phone: 0303 123 1113

Web: <https://ico.org.uk/concerns/>

Email: <https://ico.org.uk/global/contact-us/email/>

Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

How to contact Motorway Direct

Tel: 03300 555 262

Email: customerservices@motorwaydirect.co.uk

Post: Customer Services
Motorway Direct Plc
Warranty House
Savile Street East
SHEFFIELD
S4 7UQ

Changes to this privacy policy

We keep our privacy policy under regular review. This privacy notice was last updated on 23/06/2017.