

# Data Protection Notice

In this notice the following definitions shall apply:

**'Insurer'** which is stated in your policy wording documents.

**'We/us/our'** means Motorplus Limited t/a Coplus.

**'You/your'** means the named holder of the insurance policy together with anyone insured under that policy.

Please make sure that **you** read and understand this Data Protection notice as it explains to **you** what **we** will do with the personal information that **you** give **us**.

**Your** personal information means information **we** hold about **you** and any information **you** give **us** about anyone else. **You** should show this notice to anyone else insured under **your** policy as it also applies to them. It explains how **we** use all the information **we** have about **you** and the other people insured under **your** policy.

Please note that if **you** give **us** false or inaccurate information this could give **us** the right to void **your** insurance policy or it could impact **your** ability to make a claim.

## Special Categories of Data

Some of the information **we** may ask **you** to provide is known as "special categories of data". This will include information relating to health issues, race and religion. **We** may need to use special categories of data to arrange and manage **your** policy and to provide the services mentioned in **your** policy document (including claims handling).

## How we use your personal information

**We** may collect the following personal information about **you** (where applicable):

- Name
- Address
- The address for the insured property
- Date of Birth
- Vehicle Details
- Email Address

- Phone Number
- Information regarding the item **you** are insuring
- Information necessary to facilitate a claim under the policy

This information may be collected directly from **you** or from **your** insurance broker who **you** purchased the policy through.

**We** process personal information and special categories of data about **you** in order to fulfil the terms of the policy.

**We** will use **your** personal information:

- to arrange and manage **your** insurance policy, including underwriting and claims;
- for management information purposes;
- to prevent or detect crime, including fraud (see below); and/or
- if **we** are required or permitted to do so by law (for example if **we** require a legitimate request from the police or another authority).

**We** may share **your** personal information with **our insurer** and with other companies in **our** group or **our insurer's** group for any of the purposes set out in this notice.

**We** and **our insurer** may have to share **your** personal information with other insurers, statutory bodies, regulatory authorities, **our** suppliers or agents providing services on **our** behalf and other authorised bodies.

**You** can ask for further information about **our** use of **your** personal information or the use of **your** personal information by **our insurer**. If **you** require such information, please write to **our** Data Protection Officer at the address or email address shown below.

In relation to the use of personal information and special categories of data this will be kept for a maximum period of 7 years, any data relating to special categories of data will only be kept for the period of time the data is required.

### **Preventing and Detecting Crime**

In order to prevent and detect fraud **we** may at any time:

- share information about **you** with other organisations and public bodies including the police;

- check and/or file **your** details with fraud prevention agencies and databases, and if **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this.

**We** and other organisations may also search these agencies and databases to:

- help make decisions about the provision and administration of insurance, credit and related services for **you** and members of **your** household;
- trace debtors or beneficiaries, recover debt, prevent fraud and to manage **your** accounts or insurance policies;
- check **your** identity to prevent money laundering, unless **you** provide **us** with other satisfactory proof of identity;
- undertake credit searches and additional fraud searches.

### **Monitoring and recording**

**We** may record or monitor calls for training purposes, to improve the quality of **our** service and to prevent and detect fraud.

### **Further information**

**You** are entitled to receive a copy of any of **your** personal information **we** hold. If **you** would like to receive a copy, or if **you** would like further information on, or wish to complain about the way that **we** use personal information, please write to:

Data Protection Officer  
Coplus  
Floor 2  
Norfolk Tower  
48-52 Surrey Street  
Norwich  
NR1 3PA

or by email to: [dpo@coplus.co.uk](mailto:dpo@coplus.co.uk)

Please include **your** name, address and policy number with **your** request. **We** will supply the information within one month of **your** request.

**You** have the right to:

- have personal data rectified if it is inaccurate or incomplete;

- request erasure of **your** personal data and to prevent processing where certain circumstances apply;
- object to the processing of **your** personal data where certain circumstances apply;
- request restriction of the processing of **your** personal data where certain circumstances apply;
- data portability.

If **we** change the way that **we** use **your** personal information, **we** will write to **you** to let **you** know. If **you** do not agree to that change in use, **you** must let **us** know as soon as possible.

**You** have the right to complain to the Information Commissioner's Office at any time if **you** object to the way **we** use **your** personal information.

**You** can contact the Information Commissioner's Office on 0303 123 1113 or by visiting their website <https://ico.org.uk>

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

This version was updated on **2<sup>nd</sup> February 2023**