

PRIVACY POLICY – DAYINSURE.COM LTD

This document details how information about you, that you have provided to Dayinsure.com Limited (“Dayinsure”, “we” or “us”), will be used. The privacy and security of your personal information is very important to us and we want to assure you that your information will be properly managed and protected whilst in our hands.

Temporary car insurance policies offer a flexible way to insure a vehicle for the exact amount of time you require. All policies are underwritten by Aviva Insurance Limited (“Aviva”).

Dayinsure and Aviva are independent data controllers of the personal information collected and processed for the purposes of providing you with temporary car insurance. For more information on how Aviva will handle your personal data please refer to [Aviva’s Privacy Policy](#).

Legal basis for processing data:

There are several lawful bases under which we can hold and process your data. Dayinsure will hold and process your data on the basis that processing is necessary:

- for the performance of a contract or to take steps to enter into a contract
- for compliance with a legal obligation
- for the purposes of legitimate interests pursued by us or a third party, except where such interests are overridden by your interests, rights or freedoms

How we collect data about you:

When you contact us for an insurance quotation we collect the relevant information needed by an insurer to calculate the premium and understand and arrange your insurance needs. The information varies dependant on the risk to be insured, but may include:

- Basic personal details such as your name, address, e-mail address, telephone number, date of birth, occupation or age
- Additional information about you and insurance requirements, such as details of your car, your home, your household, claims history, claims data
- Sensitive personal data (for example your driving licence history including motoring convictions)

We may need information (including sensitive personal data) about other members of your household or family (including children) who may also be included as a beneficiary on your policy e.g. family members who may drive the car.

How we collect this information:

Information is collected during completion of our online submission forms, telephone conversations and e-mails with you or from publicly available sources our trusted third parties.

How we store your personal data:

Dayinsure uses several data storage methods which include:

- Electronically on the Microsoft Azure environment
- On iCloud (for Word, Excel, Emails, PDF’s)

Information held on the Microsoft Azure Environment is securely backed up and your data is encrypted to protect it from cyber-attacks and on-line hackers. Any manual records are stored in secure locked offices.

How your information will be used and who might it be shared with:

The information we collect will be passed to insurers to enable them to calculate a competitive insurance quotation to meet your requirements and/or handle a claim under the policy.

In order to obtain the most appropriate policy it may be necessary to pass your information to other insurance intermediaries who are authorised and regulated by the Financial Conduct Authority.

Information provided by you may be put onto a register of claims and shared with other insurers to prevent fraud.

We may also share your data with other third parties in order to meet our legal or regulatory requirements. This includes statutory bodies and third parties who request information about you that they need to help prevent or detect crime or fraud.

We may also disclose your information to third party suppliers or service providers to conduct our business, for example, to help administer your policy, to help us manage and store data, provide data analytics, conduct market research and to communicate with you effectively. This may include any online or digital partners we work with, so we, or our online or digital partners on our behalf, can communicate with you through their platforms.

We may also share your information with, and obtain information about you from credit reference agencies. If this is the case we will provide you with information about the credit reference agency we have used. Please note that any searches undertaken prior to you proceeding with your application will be *soft searches* and will not affect your credit rating.

How long we keep your data for:

We will retain any information held electronically as outlined in our Data Retention policy which sets out the basic principles applied to the storage of data within Dayinsure (a copy can be requested by contacting us). The aim of the policy is to ensure that data is kept only while it is required either for business processing or for legislative reasons. A summary of this data retention policy is below:

| Data Status | Retention Period |
|--|--|
| Quotation Only (no insurance policy purchased) | 1 Year |
| Policy Arranged | 7 Years |
| Customer Account Information | 1 Year (after last consent was obtained) |

In all instances your personal data is processed by us by our staff in the UK. However, for the purposes of IT hosting and maintenance this information may be located on servers within the EEA.

Your rights of access:

Under the GDPR (General Data Protection Regulation) you have a right to obtain a copy of the personal information that we hold about you free of charge. If you believe that any information held is incorrect or incomplete, you should contact us (see contact details below). Any information that is found to be incorrect or incomplete will be amended promptly.

Erasement Rights:

You have the right to request the deletion or removal of your personal data if you feel there is no compelling reason for its continued processing.

Your Right to Data Portability

You have the right to request us to transmit your data directly to another organisation which we will undertake if this is technically feasible. We will respond to your request within one month and if we are unable to action a request we will explain why.

Your right to object:

Under the GDPR you have the right to object to us processing personal data based on grounds relating to your particular situation. If you object to us processing your personal data we will stop unless there are compelling legitimate grounds for the processing which override your interests, rights and freedoms or, the processing is for the establishment, exercise or defence of a legal claim.

For any of the above please write to us at the address below in the first instance.

Your Right to Complain:

You have a right to complain to the Information Commissioners Office if you feel there is a problem with the way Dayinsure is handling your data. Please contact <https://ico.org.uk/concerns/handling/>

Marketing

We may provide you with updates and offers on our products and services, but you will always be given the opportunity to 'opt out' of direct marketing when you request an online quote, purchase a product online or receive any email, text or other direct marketing communication.

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time for example, to keep it up to date or to comply with legal requirements. You should regularly check this Privacy Policy for updates. If there will be any significant changes made to the use of your personal information in a manner different from that stated at the time of collection, we will notify you by posting a notice on our website.

Contact Details

If you need any further information or need to contact us please write, telephone or email us at:

Dayinsure.Com Ltd
Mara House
Nantwich Road
Tarpoley
CW6 9UY

ICO appointed Data Protection Officer – Patrick O'Grady

E-Mail – support@dayinsure.com