

# Ember JD Insurance Brokers Privacy Policy

This website is provided by Ember JD Insurance Brokers

Ember JD Insurance Brokers a trading name of T L Dallas (City) Ltd are authorised and regulated by the Financial Conduct Authority with reference number 309361

Ember JD Insurance Brokers is committed to protecting your privacy and our privacy policy is detailed below. Please take time to review this privacy policy carefully as it tells you how your personal information will be collected and used by us. By using this website you unconditionally agree to be bound by this privacy policy.

## Use of personal information

We will use the information that you provide to:

- Assess your particular insurance needs;
- Market your submission to insurers (please refer to third party disclaimer below);
- Provide you with estimates or quotes from insurers;
- Administrate or otherwise fulfill our obligations in relation to any agreement you have with us;
- Anticipate and resolve any problems with your service;
- Create new products or services that may better meet your needs and inform you of them;
- Offer policy renewal;
- For research and statistical purposes;
- For the investigation of or prevention of crime;
- For credit checking purposes;
- For marketing purposes as described below.

Our Site may use cookies to save your password so you don't have to re-enter it each time you visit our site. We may also use cookies to assist in the ordering and sales process.

Personal information about you (including your name, address, telephone number and email) needs to be collected in order to carry out our business. We may ask you for this information on this website or via one of our telephone operators. Certain information is collected automatically, as described later in this privacy policy.

The personal information collected by us may include sensitive personal information required to:

Provide you with estimates or quotes; and  
Administrate or otherwise fulfill our obligations in relation to any agreement you have with us.

Market your submission to insurers (please refer to third party disclaimer below). For sensitive personal information relating to any person other than yourself, you must obtain the explicit consent of the person to whom the information relates to both the disclosure of the information and its use by us as set out below.

Apart from disclosures referred to in this policy, we will not disclose any personal information without your permission unless we are legally entitled or obliged to do so (for example, if required to do so by Court order or for the purposes of prevention of fraud or other crime). You will be held to have given permission for disclosures referred to in this policy.

If you are, or have been a customer of ours then we may continue to process the information for the purpose of administering and otherwise in connection with any agreement (such as an insurance policy that you have through us). This requirement will continue for as long as we have an agreement with you and for a reasonable period of time afterwards (as, for example, we may be legally obliged to retain information about you even after your policy has expired).

## **Information other than personal information**

When you visit our website, we may record your internet address which will be automatically recognised by our web server. This information helps us to operate the website and collect general aggregate statistics. This information will not be linked to any personal information. We may also collect information such as the software you use to access our website or the website that you reached our website from. Individuals cannot be identified from this information and it is used only for the purpose of managing our website and improving its functionality. We may from time to time supply the owners or operators of third party sites that are used to reach our website with information relating to the number of users reaching our website from their websites. Again, individuals cannot be identified from this information.

## **Accuracy of information**

We want to keep any information we hold about you accurate. If you would like to view or update the details you supply us with, please contact us at the address below.

## **Security**

Technology and policies are in place to prevent improper use or unauthorised access in order to safeguard your privacy. We continually review and update these as technology changes and new challenges emerge.

## **Third party disclaimer**

Ember JD Insurance Brokers cannot be held responsible for the privacy policies of the insurers that we approach on your behalf and the practices of other websites even if:

- You access them using links on our website; or
- You reached our website from a link on a third party website.

It is to be recommended that you review the policies of every site that you visit and contact their owners and/or operators if you have concerns or questions with regards to the use of your personal data by them.

## **Changes to this privacy policy**

Changes to this privacy policy may be made from time to time. Please review this privacy policy regularly. We will try to ensure that we notify you of any significant changes we make to our privacy policy.

## **Contacting us**

If at any time you would like to contact us with any enquiry relating to our privacy practices or your personal information, you can do so by any of the following means:

- By Post: Phoenix House, Pyrford Road, West Byfleet, Surrey, KT14 6RA
- By telephone: 01932 411084