

# PRIVACY NOTICE

## Insurance

### 1. Identity and contact details of the Data Controller

The University of Gloucestershire is registered with the Information Commissioner's Office as a Data Controller and is committed to protecting the rights of individuals in line with Data Protection legislation.

A copy of this registration can be found [here](#).

### 2. Contact details of the Data Protection Officer

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer at:

Data Protection Officer  
University of Gloucestershire  
Registrar's Directorate  
Fullwood House  
The Park  
Cheltenham, GL50 2RH  
Email: [dpo@glos.ac.uk](mailto:dpo@glos.ac.uk)

### 3. What information do we collect about you?

The University may collect the following types of personal data about you:

- a) your name
- b) your work contact information such as address, email address and telephone number
- c) your home contact information, such as address, email address and telephone number
- d) your emergency or your next of kin emergency contact details
- e) data concerning health or safety

### 4. How will your information be used?

The personal data that the University hold may be used for the following:

- To process your claim
- To process your complaint
- From time to time we may ask you to provide some special category (sensitive) personal data, particularly relating to health or offences, for instance, to support your application to become a University approved driver, to issue travel cover, or liability cover. If we do ask for this information, we will process it in accordance with this Privacy Notice.

## 5. What is our lawful basis for processing your personal data?

We may process your data as it is necessary for the performance of the University's insurance contract, to provide operational information, to safeguard and promote the welfare of staff and students, to ensure staff and student's safety and security, to comply with the complaints procedure and to prevent and detect crime and in accordance with any legal obligations.

## 6. Who your personal information is shared with?

- We may share various details about you with our insurance providers, underwriters, loss adjusters, in order to provide you with the specific service you require, or in connection with insurance arrangements, and in the processing of claims.
- Personal Data may occasionally be transferred to third parties who act for us for further processing in accordance with the purposes for which the data was originally collected or for purposes to which you have consented or otherwise in accordance with this Privacy Notice. For example, sometimes a third party, such as a Solicitor, may have access to your personal data in order to support the processing of a claim.
- We may share or transfer the information in our databases to comply with a legal or regulatory requirement, for the administration of justice, interacting with anti-fraud databases, to protect your vital interests, the Unclaimed Assets Register (for example in connection with the possible recovery by you of unclaimed distribution payments), to take precautions against legal liability.
- If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.
- Law enforcement agencies may access and use this information.

## 7. Transfers to third countries and safeguards in place

Personal data will not be transmitted to third countries unless the transmission relates to contacting you in a third country.

## 8. How long will your information be held?

For personal data held in respect of a claims, retention periods are as follows:

- Completed claims files are destroyed after 1 year with the exception of liability:
  - Injury or illness claims which are kept for 4 years after the date of the incident or 1 year after the claim is completed (whichever is the longer period);
  - Contract claims are kept for 6 years (12 if contract under seal).
- Records of property insurance are destroyed 1 year after cover has finished or all claims are concluded (whichever is the longer period).
- Records of Employer's Liability, Public Liability and Clinical Trials Insurance will be retained for a minimum of 40 years.
- Records of Professional Negligence cover will be kept for a minimum of 12 years.
- Records of Directors and Officers Liability and Pension Fund Trustees Liability insurance will be kept for a minimum of 10 years.

## 9. What are your Rights?

Under Data Protection legislation you have the following rights:

- to request access to, and copies of, the personal data that we hold about you;
- to request that we cease processing your personal data;

- to request that we do not send you any marketing communications;
- to request us to correct the personal data we hold about you if it is incorrect;
- to request that we erase your personal data;
- to request that we restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal);
- to receive from us the personal data you have provided to us, in a reasonable format specified by you, to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights and freedoms.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Any requests or objections should be made in writing to the University's Data Protection Officer, using the contact details in Section 2 of this Privacy Notice.

## **10. How to make a complaint**

If you have queries, concerns or wish to raise a complaint regarding the way in which your personal data has been processed you should contact the Data Protection Officer in the first instance, using the contact details under Section 2 of this Privacy Notice.

If you still remain dissatisfied, then you have the right to apply directly to the Information Commissioner's Office (ICO) for a decision. The ICO can be contacted at:

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

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)