STORAGE INSURANCE POLICY
Thank you for choosing GM Store Insure.

Which is underwritten by Faraday Underwriting Limited, for and on behalf of Syndicate 435.

**Insurers** are authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

This booklet contains useful and important information about **Your** Storage Insurance cover.

Please read it carefully and keep it in a safe place.

**You** will find about what to do in the event of loss or damage and how to make a claim, as well as what **Your** policy does and doesn’t cover.

**Anti fraud technology**

When a small minority of people make false or exaggerated insurance claims it increases the cost of everyone’s policy. That’s why **We** are doing all **We** can to help protect **our** customers from insurance fraud. **We** may use specialised processes to detect fraudulent and exaggerated claims. These processes also help **Us** to settle genuine claims quickly and efficiently.
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CUSTOMER INFORMATION

Changes to Your Insurance.
You must tell Us as soon as possible if there are any changes that may affect Your insurance such as:

• if You change The Premises at which You store Your property;
• if the value of items increases beyond the sums insured covered under this policy;

We may then reassess Your cover and/or premium. If You do not tell us about any relevant changes We may charge You the wrong premium, reject or reduce Your claim or declare Your policy invalid.

The list above does not set out all changes You must tell us about. If You are not sure whether a change may affect Your cover You should contact us anyway.

How to make a change to Your policy?
Telephone GM Insurance Brokers Ltd

01392 346531

..... or .......

Email a request for a change to admin@store-insure.co.uk

..... or .......

When logged into My Policies at www.store-insure.co.uk, select Adjust Policy

How to make a claim?
To notify Us of a claim please telephone

01392 346531 or

Email Us at : claims@store-insure.co.uk

Please also refer to the claims conditions of this policy
YOUR POLICY

This policy is evidence of the contract between Us and You, The Policyholder.

In return for receiving and accepting the premium, We will provide insurance under this policy for the sections shown in Your Schedule as applying for the loss or damage which has happened during the period of insurance.

Your policy is made up of:

- Your statement of facts confirmation;
- this policy booklet from page 6 - 23;
- Your Schedule; and
- any Endorsements,

and should be read as one document.

Please keep all Your documents in a safe place.

The contract is based on the information You have given Us and You must tell Us about any change in this information as soon as possible, or You may not be covered.

We promise to be fair and reasonable and to act quickly whenever You need to make a claim under this policy. If You feel We have not met this promise We will do everything possible to deal with Your complaint quickly and fairly.

Under European law, You and We may choose which law will apply to this contract. English law will apply unless both parties agree otherwise.

We have not given You a personal recommendation as to whether this policy is suitable for Your specific needs.
POLICY DEFINITIONS

Certain words in Your policy booklet, The Schedule and any Endorsements will have the same meaning wherever they appear and will apply to the whole policy unless We say that they have a different meaning within particular sections of the policy. The words and their meanings are set out below;

**British Isles** - England, Scotland, Wales, the Isle of Man and the Channel Islands. Northern Ireland and the Republic of Ireland.

**Business** - Any employment, trade or profession.

**Business Equipment** - Any electronic office equipment, unless otherwise insured, including computers, keyboards, visual display units and printers, word-processing equipment, desk-top publishing units, fax machines, photocopiers, typewriters, computer-aided design equipment and telephone equipment used for Business purposes.

**Computer and Electronic Equipment** - means any computer, hardware, software, application, process, code, programme, information technology, communications system or electronic device owned or operated by You or any other party. This includes any similar system and any associated input, output or data storage device or system, networking equipment or back up facility.

**Computer Network** means a group of Computer Systems and other electronic devices or network facilities connected via a form of communications technology, including the internet, intranet and virtual private networks (VPN), allowing the networked computing devices to exchange Data.

But not

- Smart phones, mobile telephones
- PDA’s (personal digital assistants)
- Tablets

**Business Goods** - Business stock and materials in trade, including work in progress, finished goods and customers goods in and at The Premises or held in trust by You at The Premises for which You are responsible.
POLICY DEFINITIONS continue

Contents - Household Goods, Personal Possessions, camping equipment, satellite dishes, aerals and other articles, unless otherwise insured, for which You are responsible or that belong to You.

But not

- Vehicle(s), caravans, trailers, watercraft, hovercraft or aircraft (other than hand propelled or models) and their parts and accessories whether attached or not, other than removable entertainment or navigation equipment whilst it is removed from the vehicle.
- Any living creature.
- Securities (financial certificates except those defined as money), certificates and documents other than driving licences and passports.
- Property held or used for any employment, trade or profession (other than Business Goods).
- any item that You are not permitted to store according to the terms of the applicable self storage licence agreement.
- Valuables

Data means information used, accessed, processed, transmitted or stored by a Computer System

Money - Cash, bank notes, cheques, money orders, postal orders, postage stamps (that are not part of a collection), savings stamps and savings certificates, share certificates, Premium Bonds, luncheon vouchers, traveller’s cheques, travel tickets, phone cards and gift tokens belonging to You and not used for Business.

Pedal Cycle - Any pedal cycle including electrically powered models, belonging to You, and its accessories.

But not

- Wind assisted models.

Period of insurance - The period shown in The Schedule for which the policy covers You (as long as You pay the premium on time).

Personal Possessions - Luggage, clothing and any other items You normally wear, use or carry which belong to You or for which You are legally responsible.

But not

- Valuables.

Endorsement – An agreed change to the terms of the policy shown in Your Schedule.

Excess - The amount You must pay towards any claim
POLICY DEFINITIONS continue

The Schedule – The document which specifies details of The Policyholder, The Premises and any excesses, Endorsements and conditions applying to this policy.

Sports Equipment - Articles used for sports activities, including sports clothing specifically designed to be used for any sports activity and belonging to You.

But not
- Any vehicle, sand yacht, watercraft (including windsurfers, kite boards and surfboards), aircraft (including hang gliders) or their accessories, and Pedal Cycles.

The Premises - an individual self storage unit at a Self Storage Location shown on The Schedule of Insurance. An individual self storage unit is a fully enclosed locked container, room, compartment and/or locker used for storage to which You have the right to exclusive access.

Valuables - Jewellery, watches, furs, items or sets or collections of gold, silver or other precious metals, works of art, sets of stamps, coins or medals all belonging to You.

Vehicle(s) - Any vehicle, ride on toy or mobility scooter propelled by a motor of any kind, but not:
- ride-on lawn mowers;
- electrically powered wheelchairs;
- electrically powered children’s ride on toys;
- electrically assisted Pedal Cycles;
- pedestrian controlled electrically powered golf trolleys.

We, Us, Our – The insurers as stated on The Schedule.

You, Your, The Policyholder - You and any of the following who normally live with You, Your husband, wife, partner (a person living with You as though married), civil partner, children, parents and other relatives normally living with You.

But not
- Property more specifically insured by any other policy.
- Property held or used for any profession, Business or employment
Section 1 – Property Damage

Your Schedule will show You if this Section is included.

a) Loss or Damage at The Premises

We will pay for loss of or damage to the Property Insured as shown in the Schedule whilst in storage at The Premises caused by the following:

1. Fire, lightning, explosion, earthquake

2. Smoke

But not

– Loss or damage caused by smog, agricultural or industrial operations or anything that happens gradually.

3. Theft or attempted theft

But not

– Loss where entry or exit to/from The Premises was effected by any means other than forcible or violent.

4. Riot, civil commotion, labour disputes or political disturbance.

5. Storm or Flood

6. Vandalism or Malicious Acts

7. Collision involving an aircraft or flying object (including articles dropped from them), or vehicles or animals

But not

– Loss or damage caused by birds or insects.

8. Water or oil escaping accidentally from any fixed water or heating installation, including underground drains and pipes, sprinkler systems and fire prevention devices or from any fixed heating appliance or storage tank.

9. Moth, Insect or Vermin from a source outside of The Premises

10. Collapse or Partial Collapse of the Premises

11. Subsidence
Section 1 – Property Damage continued

Your Schedule will show You if this Section is included.

b) Loss or Damage whilst in Transit to or from The Premises

We will pay for loss of or damage to the Property Insured as shown in the Schedule whilst in transit to or from The Premises by You within an enclosed, car, commercial road vehicle or Trailer, caused by the following:

1. Fire, lightning, explosion, earthquake

2. Smoke

But not

− Loss or damage caused by smog, agricultural or industrial operations or anything that happens gradually.

3. Theft or attempted theft

But not

− loss or damage where entry or exit to/from an enclosed car, trailer or commercial road vehicle was effected by any means other than forcible or violent.
− loss or damage where the enclosed car, trailer or commercial road vehicle was unattended between the hours of 21:00 and 06:00 and where the vehicle was not parked in a garage, a secure locked building, or a compound with secured walls and fences and secured gates and where the property was not concealed from view at the time of the loss.
− More than £5,000 or Your Sum Insured, whichever is the least.
− Theft of Personal Possessions, Luggage, Clothing, Pedal Cycles or Sports Equipment from externally mounted/rack mountings or open trailers.

− Theft of Trailers, Vehicles, Caravans, Watercraft or Hovercraft.

4. Riot, civil commotion, labour disputes or political disturbance.

5. Storm or Flood

6. Vandalism or Malicious Acts

7. Collision involving an aircraft or flying object (including articles dropped from them), or vehicles or animals

But not

− loss or damage caused by birds or insects.
− loss or damage where the enclosed car, trailer or commercial road vehicle was not damaged at the same time.
−
Section 1 - The Basis of Settling Claims

C) - The Basis of Settling Claims

1. For any property covered under this policy that is lost or damaged We will, at our option:
   a) replace or repair the item or part; or
   b) pay the cost or replacing or repairing the item or part; or
   c) make a cash payment which will not be more than the amount it would have cost Us to replace or repair the item using Our own suppliers.

2. We will not pay more than;
   - the individual item sum insured for any one item;
   - the single article limit for any one item is £10,000 unless Your Schedule shows otherwise.
   - 10% of Your Contents sum insured or £5,000 in respect of Valuables unless Your Schedule shows otherwise;
   - £500 for any one Valuable or Pedal Cycle unless Your Schedule shows otherwise;

3. Having applied the limits, We will not pay more than the total sum insured for any property covered as shown in Your Schedule.

4. In respect of property covered We will not pay the cost of replacing or altering any undamaged item solely because it is part of a set, suite, group or collection of items of uniform design nature or colour.

5. Under-insurance
   If, at any time of any loss or damage, the sum insured is not enough to replace all the property covered in The Premises as new, We may take off an amount to reflect the difference between these values. For example, if the property covered sum insured is equal to 75% of the amount sum needed to replace all the property covered as new, We may pay only 75% of Your claim.

6. You must pay the Excess shown in Your Schedule or policy. If We have appointed one of Our suppliers to deal with all or part of Your claim, they may be asked to collect the Excess directly from You on Our behalf.

7. The sum insured will be reduced after We pay a claim by that amount paid by us. You will need to pay an additional premium to increase the sum insured following a claim.

8. If Your claim for any item specified in Your Schedule, You will need to give proof of the item’s value. To help You do this We recommend that You keep photos, instruction booklets, copies of valuations and receipts.
General Exclusions

General Exclusions which apply to Section 1

This policy does not cover claims arising from the following:

1. **Radioactive contamination**
   
   Any expense, legal liability, or any loss or damage to property directly or indirectly caused by, arising from or contributed to by;
   
   - Ionising radiation or radioactive contamination from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or
   
   - the radioactive, toxic, explosive or other dangerous properties, of any explosive nuclear equipment or nuclear part of that equipment.

2. **War**
   
   Any result of war, invasion, act of foreign enemy, hostiles (whether war is declared or not), civil war, rebellion, revolution or similar event.

3. **Sonic Bangs**
   
   Loss or damage caused by aircraft or other flying objects travelling at or above the speed of sound.

4. **Existing Damage**
   
   Any loss or damage that happened before cover started.

5. **Pollution or contamination**
   
   Any expense, legal liability, or any loss or damage to property directly or indirectly caused by pollution or contamination, unless arising from oil leaking from any fixed heating installation during the period of insurance.

6. **Failure of computers and electrical equipment**
   
   Damage or loss, directly or indirectly due to any computer or other electrical equipment or component failing to correctly recognise any date as it’s true calendar date or computer viruses.

7. **Terrorism**
   
   Any expense, legal liability, or any loss or damage to property directly or indirectly caused by Terrorism.

   Terrorism is defined as any person or people whether acting alone or in connection with any organisation or government, using biological, chemical or nuclear force or contamination, whether or not committed for political, religious, ideological or similar purposes, including intending to influence any government or to put members of public in fear.
General Exclusions continued

8. **Uninsurable risks.**

a) Wear, tear and reduction in value.

b) Damage caused by rot, fungus, woodworm, beetles.

c) The cost of repairing or replacing any item which has suffered mechanical or electrical faults or breakdowns or which has suffered natural and inevitable failure and stopped working without damage being evident.

d) Damage caused by cleaning, dyeing, renovating, altering, re-styling, repairing or restoring an item or items.

e) Any damage caused gradually that you ought to have been aware and that it was reasonable for you to have prevented.

f) Damage which has occurred as a result of natural and inevitable events unless those events are specifically covered by Your policy.

g) Faulty workmanship, faulty design or the use of faulty materials

9. **Sanction Limitation and Exclusion Clause**

We shall not provide cover or benefit under this policy to the extent of providing insurance, payment of any claim, or the provision of any benefit where doing so would breach any sanction, prohibition or other restrictions imposed by law or regulation.

10. **Pathogenic, Poisonous, Biological or Chemical Exclusion**

Loss, damage, physical bodily injury, costs or expenses of any kind caused by or contributed to by or arising from the actual or threatened use of pathogenic or poisonous biological or chemical materials regardless of any other cause or event contributing concurrently or in any other sequence.

11. **Cyber Exclusion**

Loss, damage, physical bodily injury, liability, costs, expense, fines or penalties or any other amount directly or indirectly caused by, contributed to by, resulting from or arising out of:

(a) the use or operation of any Computer and Electronic Equipment, Computer Network or Data;

(b) the reduction in or loss of ability to use or operate any Computer and Electronic Equipment, Computer Network or Data;

(c) access to, processing, transmission or storage of any Data, or Loss of Data;

(d) inability to access, process, transmit or store any Data;

(e) any threat of or any hoax relating to (11). a) to (11).d) above;

(f) any error or omission or accident in respect of any Computer and Electronic Equipment, Computer Network or Data.
General Exclusions continued

This exclusion will not apply to direct physical
damage arising out of;

Peril 1) Fire or
Peril 1) Explosion
directly caused by loss, damage, destruction,
distortion, erasure, corruption or alteration of
Computer and Electronic Equipment or Data.

12. Disease Exclusion

any loss, damage, liability, expense, fines or
penalties or any other amount directly or indirectly
caroused by or arising from infectious disease or
human contagious disease.
General Conditions

General conditions which apply to the whole policy

1. Policy terms and conditions.

You must keep to the policy terms, conditions and any Endorsements. If You do not do so You may invalidate the policy in whole or in part or reduce the amount of any claim.

2. Preventing loss

You must take all reasonable care to prevent loss, injury or liability, damage or accidents and to maintain all property covered under this policy in good condition.

3. Fraud

If You make a fraudulent claim under this insurance contract:

a) We not liable to pay the claim; and
b) We may recover from You any sums paid by Us to You in respect of the claim; and
c) We may by notice to You, treat the Policy as having been terminated with effect from the time of the fraudulent act.

If We exercise Our right under clause (3)(c) above:

a) We shall not be liable to You in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to Our liability under this policy (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and,
b) We need not return any of the premiums paid.

4. Changes that may affect Your cover

You must tell Us as soon as possible if there are any changes that may affect Your insurance such as:

- if You change the location of where You store Your property;
- if the value of items in storage increase beyond the sums insured covered under this policy;

We may then reassess Your cover and/or premium. If You do not tell Us about any relevant changes We may;

- charge You the wrong premium,
- reject or reduce Your claim or
- declare Your policy invalid.

Note: the list above does not set out all changes You must tell Us about. If You are not sure whether a change may affect Your cover You should contact Us anyway.

5. Paying the premium

If You do not pay a premium on time, We will assume that You intend to cancel the policy and cover under this policy will end from the date that the payment was due. If We decide to remind You to make a payment that You have missed, We will still retain Our right to cancel the policy.

6. Amending Your policy during the period of cover

If You make a change to the policy during the period of insurance You may have to pay an administration fee as shown in Your Schedule.
7. People involved in this contract

This contract is between You and Us. No-one else has any rights they can enforce under this Policy, except those they have under law.
Claims Conditions

1. Reporting a claim

When You find out about a claim, or possible claim, under this policy You must tell Us as soon as reasonably possible. If You do not do so and prejudice Our position We may reject or be unable to deal with Your claim or be unable to pay Your claim in full.

You may report a claim as follows:

By Telephone on 01392 346531

Or

By Email – claims@store-insure.co.uk

2. Property Claims

For any loss or damage claim You must do the following:

− at Your expense provide Us with any information and evidence We ask for, including proof of ownership or value of the lost or damaged item and written estimates for repair;
− provide Us, (or Our appointed suppliers), with access to or inspection of the damaged property;
− immediately tell the police about any loss or damage by deception, theft, attempted theft, vandalism, malicious act, riot or civil commotion.
− In respect of any damage to property, You must not dispose of any items unless We agree to You disposing of any such items.

If You do not do so and prejudice Our position, We may reject or be unable to deal with Your claim or be unable to pay Your claim in full.

3. Abandonment

You cannot abandon any property to Us, except when We ask You to do so.

4. Cover Elsewhere

We will not pay any claim if You have cover under any other insurance policies unless the cover provided by those policies is exhausted.
Cancellation Conditions

1. Cancellation by Us

_We_ can cancel this policy by giving _You_ thirty (30) days’ notice in writing. _We_ will only do this for a valid reason (examples of valid reasons are as follows):

- non payment of premium;

- a change in risk occurring which means that _We_ can no longer provide _You_ with insurance cover;

- non-cooperation or failure to supply any information or documentation _We_ request; or

- threatening or abusive behaviour or the use of threatening or abusive language.

2. Cancellation by You

_You_ may cancel cover at any time by confirming _Your_ request via the My Policies section of the [www.store-insure.co.uk](http://www.store-insure.co.uk) website.

If _You_ are not a business, _You_ have a right to cancel the policy without penalty or charge, within 14 days of cover commencing.

If _You_ cancel this section before cover is due to start, _We_ will return any premium _You_ have paid in full.

If _You_ cancel this policy after it has started _We_ will return any premium paid less a charge for the number of days for which cover has been given.

_We_ will not refund any premium if _You_ have made a claim during the period of cover.
Complaints

How to complain

If You wish to make a complaint about the service You have received, please contact us at:

Complaints Officer, Faraday Underwriting Limited, for and on behalf of Syndicate 435,
Corn Exchange,
55 Mark Lane, London EC3R 7NE
Tel: 020 7680 4242
Email: faraday.complaints@faraday.com

We will investigate Your concerns and respond within two weeks. In the event You remain dissatisfied following Our response, You have the right to escalate Your complaint to the Complaints team at Lloyd's. Details of the Lloyd's complaint procedures are set out in a leaflet “Your Complaint – How We Can Help” available at www.lloyds.com/complaints or by contacting the Lloyd's Complaints team on 020 7327 5693.

Ultimately, if You remain dissatisfied after Lloyd's has considered Your complaint, You may have the right to refer Your complaint to the Financial Ombudsman Service.

Details about Our regulator

GM Insurance Brokers Limited is authorised and regulated by the Financial Conduct Authority. You can visit the Financial Conduct Authority website, which includes a register of all regulated firms, at www.fca.gov.uk or You can contact Them on 0845 606 1234. The Financial Conduct Authority registration number for GM Insurance Brokers Ltd is 306130.

Financial Services Compensation Scheme

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if a Lloyd's insurer is unable to meet it’s obligations to You under this policy. If You are entitled to compensation under the scheme, how much compensation You would receive would depend on the nature of this policy.

You can get more information about the scheme from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU) and on their website at www.fscs.org.uk.
Your Information & Privacy Notice

Introduction
We recognise our responsibility to treat Your personal information with care and to comply with all relevant legislation, in particular the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR). This notice covers Our requirement to provide You with information on how and why We use Your personal data and of Your rights under GDPR.

GM Insurance Brokers Ltd have provided you with a quotation and/or administer Your insurance policy and are classed as the “data controller” which means GM Insurance Brokers Ltd process Your data. Your data may be passed to other parties, including Reinsurers & Loss Adjustors for the administration of claims. These parties could also be a data controller and where necessary will issue their own Data Protection & Privacy Policies.

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<tr>
<th>Why We and GM Insurance Brokers Ltd collect Your data</th>
<th>Lawful Basis</th>
<th>Information Collected</th>
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<tr>
<td>Provide You with a quotation for insurance</td>
<td>Necessary for the performance of an insurance contract</td>
<td>Basic personal details such as name, address, email, telephone and date of birth</td>
</tr>
<tr>
<td>Arrange and administer Your policy if You purchase one.</td>
<td>Necessary for the performance of an insurance contract</td>
<td>Information on Your insurance requirements including details about Your home/property.</td>
</tr>
<tr>
<td>To notify You of changes in Our service</td>
<td>Our legitimate interests</td>
<td>Your insurance history, including claims data and other insurance policies you have had.</td>
</tr>
<tr>
<td>Marketing</td>
<td>Your explicit consent – in accordance with any preference You have expressed</td>
<td>Sensitive personal information, including previous unspent criminal convictions.</td>
</tr>
<tr>
<td>Statistical Analysis</td>
<td>Our legitimate interests – to refine and enhance the products and pricing which We can offer</td>
<td>Your marketing preferences.</td>
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<tr>
<td>To provide improved quality and training for Our staff</td>
<td>Our Legal and Regulatory obligations</td>
<td>Payment details to enable payment of insurance premiums.</td>
</tr>
<tr>
<td>Prevent, detect and investigate crime, including fraud and money laundering and to analyse and manage other commercial risks</td>
<td>Our Legal and Regulatory obligations</td>
<td></td>
</tr>
<tr>
<td>Resolve complaints and handle requests for data access or correction</td>
<td>Our Legal and Regulatory obligations</td>
<td></td>
</tr>
<tr>
<td>Comply with applicable laws and regulatory obligations such as those relating to anti-money laundering and anti-terrorism.</td>
<td>Our Legal and Regulatory obligations</td>
<td></td>
</tr>
</tbody>
</table>
Your Information & Privacy Notice … continued

Some of the personal information We or GM Insurance Brokers Ltd ask You to provide may be sensitive (special category) as defined in GDPR, e.g. You may have to give Us or GM Insurance Brokers Ltd information about Your medical history, criminal convictions and driving offences. We and GM Insurance Brokers Ltd are allowed under GDPR to collect such information for specified “insurance purposes” without Your specific consent but it will only be used for the purposes set out above. If You give us information about another person, in doing so You confirm that they have given You permission to provide it to Us and GM Insurance Brokers Ltd and that We and GM Insurance Brokers Ltd may use their personal data in the same way as Your own as set out in this notice.

Where the lawful basis of processing Your data is ‘Your explicit consent’ then this consent can be withdrawn at any time by contacting us.

Use of Cookies
A cookie is a small file which asks permission to be placed on Your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow Web applications to respond to You as an individual. The web application can tailor its operations to Your needs, likes and dislikes by gathering and remembering information about Your preferences.

GM Insurance Brokers Ltd use cookies on their website to identify which pages are being used. This helps GM Insurance Brokers Ltd to analyse data about webpage traffic and improve GM Insurance Brokers Ltd website to tailor it to their customer needs. GM Insurance Brokers Ltd only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help GM Insurance Brokers Ltd to provide You with a better website by enabling us to monitor which pages You find useful and which You do not. A cookie in no way gives us access to Your computer or any information about You, other than the data You choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but You can usually modify Your browser setting to decline cookies if You prefer. This may prevent You from taking full advantage of the website.

Data Security
We and GM Insurance Brokers Ltd are committed to protecting the security of Your personal information. We and GM Insurance Brokers Ltd use a variety of security technologies and procedures to help protect Your personal information from unauthorised access, use, or disclosure.
Your Information & Privacy Notice … continued

Disclosure of Your Personal Information
As a necessary part of providing You with the services described above We or GM Insurance Brokers Ltd may need to disclose Your personal data to other third parties. These include: Computer bureaux/Software Houses, Insurers, other Insurance Intermediaries, Loss Adjusters, Insurance Industry databases, Government databases, Regulatory authorities and the Police/other law enforcement bodies and this will be to assist with fraud prevention and detection.

Retention Period
Your data will not be retained for longer than is necessary and will be managed in accordance with our data retention policy. In most cases the period will be for a maximum of 7 years following the expiry of an insurance contract unless We or GM Insurance Brokers Ltd are required to retain the data for a longer period due to business, legal or regulatory requirements.

International transfers of data
We may transfer Your personal data to destinations outside the European Economic Area (EEA). Where We or GM Insurance Brokers Ltd do We or GM Insurance Brokers Ltd will ensure that it is treated securely and in accordance with the GDPR.

Your Rights
Under GDPR you have the following rights in relation to our processing of Your personal data: -
1. The right to be informed about how We or GM Insurance Brokers Ltd use Your personal data (This Privacy Notice);
2. The right to see a copy of the personal information We or GM Insurance Brokers Ltd hold about You. (In most cases this will be free of charge);
3. The right to have personal information rectified if inaccurate or incomplete;
4. The right of erasure of Your personal information where there is no compelling reason for its continued processing;
5. The right to restrict processing in certain circumstances, e.g. if its accuracy is being contested;
6. The right to data portability which, subject to certain conditions, allows you to obtain and reuse Your personal data across different services;
7. The right to object to certain processing including for the purposes of direct marketing;
8. Rights to information in relation to automated decision making and profiling.
Your Information & Privacy Notice … continued

Contact us
For further information on this Privacy Notice, to access Your personal information or to exercise any of Your other rights, please contact;

The Data Protection Officer,
GM Insurance Brokers Ltd
5 Mulberry Court
Lustleigh Close
Exeter
Devon.
EX2 8PW

Email: - admin@gm-insurance.co.uk
Telephone: - 01392 426799

If you have a complaint about how We or GM Insurance Brokers Ltd use Your personal information, please contact GM Insurance Brokers Ltd at the address above. You also have the right to lodge a complaint with the Information Commissioner’s office at any time