

Privacy Notice

This is the privacy notice of Hanson Insurance Brokers Ltd In this document, "we", "our", or "us" refer to Hanson Insurance Brokers Ltd.

We are company number 09843357 registered in [UK.

Our registered office is at 5a Knowl Road, Mirfield, WF14 8DQ.

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.
3. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data.
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant, then we shall immediately stop processing your data.

If the basis changes then if required by law, we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation with you

When you create an account on our website, contact us via our contact forms, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

The information we collect about you:

- 1.1. Name
- 1.2. Email Address
- 1.3. Telephone Number

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- 1.4. verify your identity for security purposes
- 1.5. sell products to you
- 1.6. provide you with our services
- 1.7. provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

Use of information we collect through automated systems when you visit our website

2. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

We use cookies in the following ways:

- 2.1. to ensure the website functions correctly
- 2.2. to record whether you have seen specific messages we display on our website
- 2.3. to keep you signed in our site
- 2.4. to record your answers to surveys and questionnaires on our site while you complete them
- 2.5. to record the conversation thread during a live chat with our support team

3. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the

software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

4. Our use of re-marketing

Re-marketing involves placing a cookie on your computer when you browse our website in order to be able to serve to you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

Disclosure and sharing of your information

5. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

No such information is personally identifiable to you.

Access to your own information

6. Access to your personal information

6.1. At any time you may review or update personally identifiable information that we hold about you, by signing in to your account on our website.

- 6.2. To obtain a copy of any information that is not provided on our website you may send us a request at rhanson@hansonib.com.
- 6.3. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

7. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at rhanson@hansonib.com

This may limit the service we can provide to you.

8. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Other matters

9. Use of site by children

- 9.1. We do not sell products or provide services for purchase by children, nor do we market to children.
- 9.2. If you are under 18, you may use our website only with consent from a parent or guardian
- 9.3. We collect data about all users of and visitors to these areas regardless of age, and we anticipate that some of those users and visitors will be children.
- 9.4. Such child users and visitors will inevitably visit other parts of the site and will be subject to whatever on-site marketing they find, wherever they visit.

10. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

11. How you can complain

11.1. If you are not happy with our privacy policy or if you have any complaint, then you should tell us by email. Our address is rhanson@hansonib.com.

11.2. If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

12. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

12.1. to provide you with the services you have requested;

12.2. to comply with other law, including for the period demanded by our tax authorities;

12.3. to support a claim or defence in court.

13. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

14. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us on 01924 495081.

