

Privacy Policy

In order for Wentworth Andrews Ltd to provide its services effectively, it will be necessary for us to collect personal information. This Privacy Policy sets out the terms by which we will hold and process any such personal information received.

What information is collected?

In the course of providing the Service we will need to collect, use and retain details such as your name, address, telephone number, email address and other relevant details, including policy and account details, in order to validate and process your claim. We may also require personal details of any other individuals who are joint policy or account holders with you.

Use of information

Information is used to enable us to carry out our Service of obtaining compensation on our clients' behalf.

There may be times we will need to share your data with businesses with whom we outsource some of our processes to (including letter printing, emailing, faxing and marketing). You can be assured that we enter into binding contracts with these companies and audit them to ensure that they comply with the Data Protection Act and keep your information safe. You can also be assured that your data is completely safe when being transferred between companies.

We may also use your data for profiling purposes. This is to help us understand the types of customers we have and what other services could be useful to them. We may use another company to do this on our behalf but again you can be assured that your information is safe as explained above.

We also use the contact information you provide us with to inform you of similar services we offer which may be of benefit to you however, you are free to request that we do not do this. We may do this by telephone, email, fax, post or SMS. If the service is of a different nature or we wish to pass your information on to a third party for marketing purposes, we will ask for your permission first.

Sharing of information

As outlined in the above section, we do share your information with other businesses that provide services to us but be assured your information is safe. By your acceptance of this Privacy Policy and unless and until we receive written instruction to the contrary,

you agree that we may share your personal information with any parties in direct relation to your claim.

You can contact us at any time and ask that we do not share your information or contact you about other services. You can do this by either telephone, in writing, via fax or email.

Retention of information

Relevant personal information will be retained for a period to enable us to provide repeat customers with the most efficient service and to enable us to comply with our legal obligations. In the majority of cases we will retain your information for a period of seven (7) years after our agreement comes to an end.

Cookies

Our web site uses cookies. A cookie is a text file that is set on a user's computer by a website. In the main, cookies are used so that a website can provide the most efficient service. You can delete and block cookies but parts of our site may not work without them. By using our web site you accept our use of cookies.

In order to help us understand how visitors to the web site use it and to assist us in introducing changes and improvements to it, we collect IP addresses and, if your web browser is set up to accept them, we use a feature known as a "cookie".

Cookies contain bits of information that websites transfer to your computer's hard drive for record keeping purposes. Cookies can make the internet more useful by storing information about your preferences on a particular website such as ours.

We use cookies to access your previously stored information, to estimate our audience size and usage patterns and to assist us in targeting page content and adverts.

The internet browsers on most computers are usually set to accept cookies. You can choose to disable this through your browser's settings and you can delete cookies that are already stored in the cookie folder on your computer.

Our website is owned solely by Wentworth Andrews Ltd and as such we are only responsible for cookies used on our website and not that of any Introducer or Subsidiary Company's website.

Security

We use secure transmission methods when receiving or sharing your personal information.

All personal information provided is kept on a secure server and all employees and data processors who have access to, or are otherwise associated with, the processing of personal data are obliged to respect the confidentiality of any personal data received.

Wentworth Andrews Ltd will become responsible for the security of your information once you have provided it. We are not responsible for its security prior to this time.

Accessing information

You are able to request what information we keep about you by requesting a copy of it. We will provide this within forty (40) days upon receipt of your written request, subject to a payment of a £10 charge. This is called a Data Subject Access Request (DSAR) which is a formal request under the Data Protection Act 1998.

To maintain security we may require proof of your identity. We allow you to challenge the data that we hold about you and, where appropriate, you may request that data we hold be corrected or deleted, as necessary.

Regulation

Wentworth Andrews Ltd is subject to UK and European legislation, in particular the Data Protection Act 1998 and the Privacy and Electronic Communications Act 2003. For further details on your rights under these acts, please visit www.ico.gov.uk.