

# Insurance Privacy Notice

## Your Personal Data:

### What we need

Lisburn & Castlereagh City Council is the 'Controller' of the personal data that you provide to us. We will collect certain personal information, which can include your name, address, phone numbers, email address, date of birth, national insurance number, vehicle information, medical and health records. For an employee claim we need additional information ie. loss of earnings, training records. The type of information we collect is dependent on the type of claim.

### Why we need it

We need your personal data in order to provide you with insurance claims services. We will not collect any personal data from you we do not need in order to provide and oversee this service. As we have a statutory basis to collect your personal data if you do not provide the requested information we will be unable to process your claim.

### What we do with it

All personal data that we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information is located on servers within the European Union. We may share your personal data with our insurers and solicitors who may store it on their databases. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. We need your data to:

- process insurance claims, this may include liaising with other council departments to obtain information.
- liaise with our insurers and solicitors in the claims decision.
- help investigate any issues about the service we offer.

### How long we keep it

We are required under UK law to keep your basic personal data (name, address, contact details) for 7 years after which time it will be destroyed. In personal injury claims involving a child the 7 year period does not start until the child reaches the age of 18 therefore children's personal information will be held for longer. Information that you provide for marketing purposes will be retained until you notify us that you no longer wish to receive this information.

### What are your rights?

If at any point you believe the information we process on you is incorrect you may request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you have the right to complain to the Information Commissioner's Office (ICO). Our Data Protection Officer can be contacted at:

**data.protection@lisburncastlereagh.gov.uk** full details of can be found on the Lisburn & Castlereagh City Council website: **www.lisburncastlereagh.gov.uk**