

Data Controller: Specialist Lines Ltd, Centric House, E2 Waterfold Business Park, Bury BL9 7BR

Contact for queries: The Data Protection Manager - Tel. 0161 504 0400

How will we use the information you give us?

We will use your information to handle insurance claims, prior to or under a contract with us. We may require special category data from you, such as health or criminal conviction information. We do so on the basis that it is in the public interest for insurance to be available to you, and to fight crime.

We also have a recognised legitimate interest in using your data for business operations to ensure we can continue to provide our services.

We may also need to use your information to process payments.

Purpose of Processing	Types of Personal Data	Lawful Basis
Establishing the facts surrounding a Claim	Contact details, Insurance details, Claim details, Loss details	Performance of a Contract
Establishing the facts surrounding a Claim	Special Categories including Health and Criminal Convictions	Substantial Public Interest
Handling and Settling a Claim	Contact details, Insurance details, Claim details, Loss details	Performance of a Contract
Handling and Settling a Claim	Special Categories including Health and Criminal Convictions	Substantial Public Interest
Business operations and administration	Contact details, Insurance details, Claim details, Loss details	Legitimate Interest
Business operations and administration	Special Categories including Health and Criminal Convictions	Substantial Public Interest
Payments	Contact details, Bank Details	Performance of a Contract

Who will we share your data with?

To provide our services, these firms will be Insurers, insurance brokers, and firms handling claims such as contractors engaged to conduct repair work or further investigations. To help run our operations, they include firms that provide information technology support to us. For payments, this includes payment services providers.

Do we send your information outside the UK, EEA or EU?

If we have to transfer information to a third country outside the UK/EEA/EU, we will only do so if a similar level of protection applies.

How long will we keep your information?

We will only collect what is necessary and will only keep it for as long as we are required to do in line with our data retention policy.

Type of Data	Reason for Retention	Retention Period
Contact details, Insurance details, Claim details, Loss details Special Categories	<ul style="list-style-type: none">• Statistical• Marketing• Insurer requirement• Future claims• Future complaints	6 years from end of claim

What are my legal rights?

You have the right to complain to the Information Commission at www.ico.org.uk, Tel 0303 123 11132.

You can obtain a copy of your personal information from us without charge by contacting us at the address above. This may include the right to transfer information to other providers.

The Data (Use and Access) Act 2025 amended the rules on responding to a subject access request. We can verify the identity of those who make such requests, and if necessary, ask preliminary questions to narrow down the search if it is reasonable to do so. If we do either, we can delay the beginning of the 30 days until our enquiries have been answered.

You have the right to ask us to correct information.

You have the right to ask us to delete your information or stop using it, unless it is necessary for us to retain it as set out in our retention policy.

You may have the right to object if decisions about you are made solely by a computer.