



## PRIVACY NOTICE

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## 1. Introduction

The security and privacy of your personal information is very important to us and we are committed to protecting it. This privacy notice explains how we collect and use your personal information when you visit our website. You should read this notice carefully as it sets out your rights and our obligations to you. In this notice, you/your refers to the website visitor.

## 2. Who we are

Somerset Bridge Group is the “controller” of your personal data. This means we are responsible for deciding how we hold and use personal information about you when you visit our website.

We have a Data Protection Officer who is responsible for overseeing compliance in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the Data Protection Officer at Somerset Bridge Group Limited, Lysander House, Catbrain Lane, Bristol, BS10 7TQ or [dpo@sbgl.co.uk](mailto:dpo@sbgl.co.uk)

The Somerset Bridge Group is made up of several companies listed below.

Somerset Bridge Insurance Services Limited (SBISL), which is a UK based insurance brokerage providing motor and related insurance products via its various brands. Customers of SBISL brands can access the relevant privacy notices via the links below:

- [Privacy Notice GoSkippy](#)
- [Privacy Notice Vavista](#)

Somerset Bridge Limited (SBL), a UK claims handling service and MGA which places insurance through its highly rated panel of insurers. Customers of SBL can access the relevant privacy notice at the link below:

- [Privacy Notice SBL](#)
- [Privacy Notice SBL Third Party Claimants](#)

Somerset Bridge Shared Services Limited (SBSSL), a group company which provides a range of group operational support services to the Group entities, including HR, IT, office management, legal, management information, marketing, finance and taxation, risk and compliance advice and assistance. The relevant privacy notices for employees, contractors and third parties are provided as part of internal processes and are available on request by contacting [dpo@sbssl.co.uk](mailto:dpo@sbssl.co.uk). If you are considering a career with Somerset Bridge Group, you can access the recruitment privacy notice at the link below:

- [Recruitment Privacy Notice](#)

## 3. The type of personal information we collect

We currently collect and process the following information on visitors to our website:

To set and manage cookies:

- Personal identifiers, including; IP address and device details

To receive and respond to enquiries:

- Personal identifiers, including; name, email, phone number, address, enquiry details

Job applicant data is collected and managed as per the Recruitment Privacy Notice.

#### **4. How we get the personal information and why we have it**

We collect personal information on website visitors to set cookie preferences and generate anonymised user statistics, our cookie policy is available [here](#). We may share this information within our group of companies in an anonymised format to report on website performance.

We rely on your consent to set cookies that are not strictly necessary. You are able to remove your consent at any time. You can do this when you first browse to the website via the cookie pop up notice and at any time after this by clicking on the thumb print in the bottom left of your screen as you browse the website and using the cookie dashboard.

We collect personal information when you contact us to make an enquiry, so that we can provide a response. We may also share this information within our group of companies, where required. Dependent on the reason for making an enquiry with us we may have a contractual obligation, a legal obligation, or a legitimate interest in processing personal data to respond to the enquiry.

When you apply for a role with Somerset Bridge Group using the website job application form, your information will be shared internally for the purpose of the recruitment exercise. Please see the Recruitment Privacy Notice for more information on the lawful bases we rely on for processing recruitment related personal data.

#### **5. How we store your personal information**

Your information is securely stored by our cookie provider and retained as per the cookie policy. We securely store enquiries received by email and phone in our UK datacentres. Our appointed third-party service providers may also transfer and process personal information outside the UK. To protect your personal information, transfers are subject to data safeguards, to ensure compliance with data protection laws. We store your personal information in line with the relevant period in our retention policy. We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, depending on the reason for you contacting us.

Please see the Recruitment Privacy Notice for more information about data storage and retention relevant to the recruitment process.

If you would like further information about how long we keep your personal data, or if you want further information on the specific mechanism used by us when transferring your personal data out of the UK please contact the Data Protection Officer using the contact details above or refer to the relevant privacy notice.

#### **6. Third parties**

Where we provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

## 7. Your data protection rights

You have a number of rights under data protection laws in relation to your personal data. The rights available to you depend on our reason for processing your information.

- Right of access. You have the right to ask us for copies of your personal information, this is known as a Subject Access Request (SAR). You can always rely on this right, but there are some exemptions, which means you might not always receive all the information we process.
- Request rectification of Your personal data if it is inaccurate or incomplete;
- Request erasure of Your personal data in certain circumstances;
- Restrict our use of Your personal data in certain circumstances;
- Move (or port) personal data. This only applies to information you have given us. You have the right to transfer the information you gave us from one organisation to another, or for us to give it to you;
- Object to the processing of your data where our legal basis for processing is based on our legitimate interests.
- Where we base a decision on solely automated decision making, you are entitled to request the decision is reviewed and to contest the decision.

If you would like to exercise any of your data protection rights, please contact the Data Protection Officer using the contact details above, to enable us to process your request as expediently as possible please supply your name, address, date of birth and what information you are seeking. We may ask you to provide evidence to prove your identity to ensure we are complying with the legal requirements to process your request.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive and we will inform you of the fee and seek your acceptance of it prior to complying with your request.

Alternatively, we could refuse to comply with your request, in part or completely depending on the nature of your request, in these circumstances and we will advise you of the grounds for the refusal or partial refusal.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response. We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you as soon as possible and in any event during the one-month period and keep you updated as necessary until we have formally responded to your request.

## 8. How to complain

Complaints If you have any queries or concerns about this notice or your personal data, please contact us at [dpo@sbgf.co.uk](mailto:dpo@sbgf.co.uk) or via the postal address above, marked for the attention of the Data Protection Officer. If you remain dissatisfied, or you would prefer not to discuss the issue with us, you can also make a complaint to the Information Commissioner's Office using the following contact details:

England	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire, SK9 5AF Phone: 0303 123 1113 (local rate) or 01625 545 745 (national rate) Email: <a href="mailto:casework@ico.org.uk">casework@ico.org.uk</a>
Scotland	Information Commissioner's Office 45 Melville Street Edinburgh, EH3 7HI Phone: 0303 123 1115 Email: <a href="mailto:scotland@ico.org.uk">scotland@ico.org.uk</a>
Wales	Information Commissioner's Office 2nd Floor Churchill House Churchill way Cardiff, CF10 2HH Phone: 029 2067 8400 Email: <a href="mailto:wales@ico.org.uk">wales@ico.org.uk</a>
Northern Ireland	Information Commissioner's Office 3rd Floor 14 Cromac Place Belfast, BT7 2JB Phone: 0303 123 1114 (local rate) or 028 9027 8757 (national rate) Email: <a href="mailto:ni@ico.org">ni@ico.org</a> .