
Real Insurance Group Limited

Authorised and Regulated by the Financial Conduct Authority No: 301589. Registered Office: Millennium House, Sovereign Way, Mansfield, Nottinghamshire. NG18 4LQ. Registered in England and Wales No: 2690266.
Consumer Credit Act Licence No: 0340453. Data Protection Act Registration: Z1965365

WEBSITE PRIVACY POLICY

Policy Overview

Real Insurance Group understand that you care how information about you is used and shared, and we appreciate your trust and want you to feel confident in our services and security as it relates to your personal information. This notice describes our privacy policy.

The real Insurance Group is governed by The Financial Conduct Authority (FCA) and takes data security and compliance seriously. We are bound by strict procedures and guidelines set by the organizations that we are governed by.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement. By visiting the Real Insurance Group website (or one of its trading style websites) you are accepting the practices described in this Privacy Policy.

We do not sell e-mail addresses or share them with any third party under any circumstances. All personal information that you provide to Real Insurance Group is secured by encryption. Your security, privacy and confidence are central to our business both now and in the future.

What Information we gather and How we Use It

1. The information we obtain from our clients helps us personalise and continually improve our services to our client base.
2. You can choose not to provide certain information, but then you might not be able to take advantage of many of our services.
3. We use the information that you provide for such purposes as responding to your requests, fulfilling orders and communication with you.
4. This site uses cookies to keep track of user identity and sections of interest whilst viewing site content. Cookies may be used to deliver content specific to your interests and for other purposes.

We may collect the following data about you (which may include personal/sensitive data)

5. Information you provide by filling in specific forms within our website (Contact forms etc).
6. If you contact us, we may keep a record of that correspondence.
7. We may ask you to complete a survey although you do not have to respond to them.
8. Details of your visit to our website including (but not limited to) traffic data, location data, weblogs and other communication data.
9. Your name, company name, telephone number, email address and password. We may need this information in order to provide you with access to our online services and to ensure we can identify you.

E-mail Communications

We sometimes send you newsletters of our services and products, notifications of changes to our policies, and order confirmations. If you do not want to receive e-mail from us, other than order notifications and receipts, please cancel your "Subscription" to this service using the Un-subscribe link provided at the base of each newsletter or communication (as applicable) that is received from Real Insurance Group Limited. On receipt of your notification, your email address will be removed from our listings and no further communication will be forwarded to you.

Does Real Insurance Group Share the Information It Receives?

We respect your privacy and appreciate your business. At no time do we ever provide your account contact or other information to any third party vendor, associate or service provider unless absolutely necessary in order to complete your transaction and order.

Conditions of Use, Notices, and Revisions

If you choose to visit the Real Insurance Group website, your visit and any dispute over privacy is subject to this Notice and our Conditions of Use, including limitations on damages, arbitration of disputes, and application of the law of the territory. If you have any concern about privacy of your personal information as used and collected within our web sites, please send us a thorough description by clicking on the "Contact Us" link, and we will try to resolve it. Our business changes constantly, and our Privacy Notice and the Conditions of Use will change also. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you

should check our Web site frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customer(s).

Trading Styles

Real Insurance Group Limited run a number of websites each of which is aimed to specific products that meet different types of people with different needs (we call these sites "Trading Styles"). For the sake of simplicity, the term "Site" refers to any website developed, hosted, maintained (either in-house or by a third party) by real Insurance Group Limited.

You're Legal Rights

We are committed to the Data Protection Act 1998 and all rights this Act provides to individuals. Amongst these is the right to access personal data (Data Subject Access Request) that we hold about you. If you decide to exercise this right we will send you an application form so that you can assist us to locate all of the information that we hold. We will also request a fee in accordance with the Act. When we have received the completed form and the fee we will provide the information that meets the criteria specified in the Data Protection Act within 40 days.

Telephone Calls

We may monitor or record telephone conversations to enhance your security and ours, to enable us to handle complaints efficiently, improve our customer service and for staff training purposes.

Contact Us

If your personal details change or you wish to receive further information about how we use your information, please contact us at the address stated below and we shall assist in answering any queries you may have.

Real Insurance Group Limited.

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