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# 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

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## WEBSITE TERMS OF USE

Please read these terms of use carefully before you start to use the Real Insurance Group Limited (Or one of its trading styles) website. By using our site, you indicate that you accept these terms of use and that you agree to abide by them.

We reserve the right to make changes to the website or to this disclaimer at any time. This does not affect your statutory rights as a consumer.

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### Information about us

Real Insurance is a trading name of Real Insurance Group Limited (“We”), and our website is <http://www.realinsurance.net>. We also host and supply additional websites to promote our product ranges (Identified as Trading Styles) specific to business sectors and business types.

We are registered in England and Wales under company number 2690266, and have our registered office and main trading address at;

Millennium House  
Sovereign Way  
Mansfield  
Nottinghamshire  
United Kingdom

We are Authorised and Regulated by the Financial Conduct Authority under Number: 301589

### We can be contacted by:

1. Entering the details on the Contact Us page
2. Emailing [info@realinsurance.net](mailto:info@realinsurance.net)
3. Calling us on 01623 889530

## Privacy Policy

When you become a client of Real Insurance Group Limited (Or one of its trading styles), we collect personal information to enable us to process and deliver your order. By registering your details on our website, you consent to Real Insurance Group Limited. maintaining, recording, holding and using personal data we collect about you.

Information can also be collected to allow Real Insurance Group Limited (Or one of its trading styles) to send you offers which we feel will be of particular interest to you or to inform you of legislative changes within your and our industry. If you would prefer not to receive emails from Real Insurance Group Limited (Or one of its trading styles) please contact us by email on: [info@realinsurance.net](mailto:info@realinsurance.net) or select the unsubscribe link at the base of any email to be automatically removed from future email communications. We will never pass on your details to a third party for marketing purposes.

Real Insurance Group Limited (and all its trading styles) uses 'cookies' placed in the browser file to help us collect general information about the behaviour of visitors on our site. This helps us to constantly monitor and improve our website's functionality and performance.

If you have any questions relating to privacy matters please refer to our **full privacy policy** by clicking on the link at the base of our main homepage, or contact us by email on: [info@realinsurance.net](mailto:info@realinsurance.net) and we will gladly forward a copy to you for your information.

## Complaints

Any complaint is taken very seriously and we endeavour to respond to complaints as soon as possible. A copy of our Complaints Policy is accessible from the base of our home page via the link entitled "Complaints Policy". If you have any questions regarding a complaint and/or a general enquiry please do let us know by:

1. Entering the details on the Contact Us page.
2. Emailing: [info@realinsurance.net](mailto:info@realinsurance.net)
3. Calling our Customer Support Line on 01623 889530

## Customer Reviews and Testimonials

By writing a Customer Review or testimonial, you acknowledge that any review, testimonial, feedback or rating which you leave may be published by us on the Website and you agree that it may be displayed for as long as we consider appropriate and that the content may be syndicated to our other websites, publications or marketing materials.

You also undertake that any review, testimonial, feedback or rating that you write shall:

1. Comply with applicable law in the UK and the law in any country from which they are posted
2. Be factually accurate
3. Not contain any material which is either defamatory, threatening, obscene, abusive, offensive, hateful, inflammatory or is likely to harass, upset, annoy, alarm, embarrass or invade the privacy of, any person or be deceiving.

4. Not promote or advocate an unlawful act or activity, discrimination, sexually explicit material or violence.
5. Not infringe any trademark, copyright (including design rights), database right, or other intellectual property rights of any other person or breach of any legal duty you owe to a third party
6. Not be used to impersonate any person, or to misrepresent your identity

You agree to indemnify Real Insurance Group Limited and will not hold us responsible for any claim or action brought by third parties, arising out of or in connection with any review, testimonial, feedback or rating posted by you on the Website, including, without limitation, the violation of their privacy, defamatory statements or infringement of intellectual property rights.

You grant us and our affiliate companies a non-exclusive, royalty-free worldwide license to use or edit any reviews or testimonial posted by you. We reserve the right to publish, edit or remove any reviews or testimonial without notifying you.

### **Data Protection**

Real Insurance Group Limited (and all its trading styles) are fully committed to the Data Protection Act 1998, and is dedicated to the privacy of your information.

### **Provision of Data**

In order to access the services offered at this Site, you must provide certain current, complete, and accurate information about you as prompted to do so by the registration form or pricing process. You must also maintain and update such information as required to keep your information current, complete and accurate. You warrant that data entered is accurate and current, and that you are authorised to provide such data.

If any data that you provide is untrue, inaccurate, not current or incomplete, Real Insurance Group Limited retains the right, to suspend or terminate your account and rights to use the services and furthermore could affect validity of any products purchased.

### **Passwords**

You may receive a user name and password upon completing the registration or purchase process within our website. You are responsible for maintaining the confidentiality of your user name and password, and are fully responsible for all activities that occur within your account as a result of your user name or password access. You also agree to immediately notify Real Insurance Group Limited of any unauthorised use of your user name or password or any other breach of security.

### **Termination**

You agree that Real Insurance Group may, in its sole discretion, deny you access to the Site and disable any user name and password associated with you for any reason, including, without limitation, if Real Insurance Group Limited believes in its sole discretion that you have violated or acted inconsistently with the letter or spirit of this agreement. Real Insurance Group Limited reserves the right at any time to modify or discontinue, temporarily or permanently, the services offered under this Site (or any part thereof) with or without notice.

You agree that Real Insurance Group Limited shall not be liable to you or to any third party for any modification, suspension or discontinuance of the services offered under this Site

### **Transaction**

The Site allows Buyers to prepare quotes from Vendors, who may respond to such quotes with a price quotation. For the avoidance of doubt, the provision of a price quotation on the Site shall not be binding on a Vendor and is not an offer to enter into a contract.

In the event that a Buyer desires to purchase, Real Insurance Group Limited shall supply the contact details of the Buyer to the Vendor and the remainder of the sale process shall be completed in accordance with the arrangements made between the Buyer and the Vendor, and shall not be the responsibility of Real Insurance Group Limited.

Real Insurance Group Limited is not party to the actual transaction between the Vendor and Buyer and as a result, Real Insurance Group Limited has no control or responsibility for the ability of Vendors to sell, or Buyers to buy, services listed on the Site.

Real Insurance Group Limited is not involved in the actual transaction between the buyers and vendors. As a result, Real Insurance Group Limited has no control over the quality, fitness for purpose or legality of the services advertised, the truthfulness, completeness or accuracy of the listings, the ability of the vendors to sell the services or the terms and conditions of any transaction between a buyer and vendor.

We cannot ensure that a buyer and vendor will complete a transaction.

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