

Privacy Notice

Quotall (IS) has created this privacy statement for City Plumbing Insurance Services in order to demonstrate our firm commitment to safeguarding the privacy of our website visitors and customers. In choosing to use this website you are agreeing to the terms of this privacy policy, so please familiarise yourself with its contents.

Who Are We?

Quotall (IS) Limited provides regulated insurance services to companies distributing insurance products and services. City Plumbing Insurance Services is a trading style of Quotall (IS) Limited which is registered in England and Wales under number 15206057 and with registered office: Heath Cottage, Marriotts Avenue, South Heath, Great Missenden, Buckinghamshire, HP16 9QW. Quotall (IS) Limited is an Appointed Representative of Movo Partnership Ltd who are directly authorised and regulated by the Financial Conduct Authority, authorisation number 823503. Registered Office: First Floor, 30 High St, Chislehurst Kent BR7 5AS Registered in England No: 11544238.

What Information Do We Collect?

We may collect, store and use the following kinds of personal information:

information about your computer and about your visits to and use of this website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views;

information relating to any transactions carried out between you and us or your insurer, on or in relation to this website. This includes information relating to any quotes or renewal invitations you receive, or purchases you make, of the products and services we offer, as well as changes you make to your quotes or policies or claims you make through them;

information that you provide to us for the purpose of registering with us including your email address, name, address, business name and address and details of other policies that you hold;

information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters; information that you provide to us in the course of using our Customer Services facilities; any other information that you choose to send to us.

Cookies

We use cookies on this website. A cookie is a text file sent by a web server to a web browser, and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may send a cookie which may be stored by your browser on your computer's hard drive. We may use that information to recognise your computer when you visit our website, and to personalise our website for you. We may also use the information we obtain from the cookie in the administration of this website, to improve the website's usability and for marketing purposes.

Most browsers allow you to refuse to accept cookies. This will, however, have a negative impact upon the usability of many websites, including this one.

We use an analytics programme to monitor use of this website. This programme generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website.

What Cookies Does This Site Use?

First Party Cookies

The following cookies are added by the web site itself and have the following purposes.

The website is built using the PHP language and this generates cookies which are strictly necessary for the performance of the site.

PHPSESSID is a general-purpose identifier used to maintain user session variables. It is normally a random generated number, how it is used can be specific to the site, but a good example is maintaining a logged-in status for a user between pages.

Cookies named PHPSESSID only contain a reference to a session stored on the web server. No information is stored in the user's browser and this cookie can only be used by the current web site.

Third Party Cookies

The following cookies are added by a third party and have the following purposes.

Google Analytics uses cookies called `_gid` and `_ga`. These cookies are used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports. By default, they are set to expire after 2 years, although this is customisable by website owners.

Hubspot uses cookies called `__hstc`, `__hsrc`, `__hssc` and `hubspotutk`. These are consent banner cookies and serve the following purposes:

`__hstc` is the main cookie for tracking visitors. It contains the domain, `utk` (see below), initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session). By default, this cookie expires after 2 years.

`hubspotutk` is used for to keep track of a visitor's identity. This cookie is passed to HubSpot on form submission and used when de-duplicating contacts. By default, this cookie expires after 10 years.

`__hssc` keeps track of sessions. This is used to determine if the session number and timestamps should be incremented in the `__hstc` cookie. It contains the domain, `viewCount` (increments each `pageView` in a session), and session start timestamp.

`__hsrc` is set whenever HubSpot changes the session cookie. It is set to 1 and is used to determine if the user has restarted their browser. If this cookie does not exist when cookies are managed a new session is assumed to have started. By default, this cookie has no expiry date.

Using Your Personal Data

Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website. We may use your personal information to:

support our clients in the administration and assistance of their customers with their quotes, policies and claims;

send statements and invoices to you, and collect payments from you;

create and inform you of products or services that may better meet your needs; • conduct market research and tracking of advertising, enquiry and sales data;

administer the website;

improve your browsing experience by personalising the website;

enable your use of the services available on the website;

enable your use of our software and consulting services;

send you general (non-marketing) commercial communications;

send you email notifications which you have specifically requested;

send you newsletters and other marketing communications relating to our business or the businesses of carefully selected third parties which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology;

provide third parties with statistical information about our users – but this information will not be used to identify any individual user;

deal with enquiries and complaints made by or about you related to the website, our software or consulting services

You can inform us at any time if you no longer require marketing communications to be sent by emailing us at help@clikcovr.com.

To view, access or amend the data we hold for you, please either:

Contact us via email at help@clikcovr.com or call 0345 548 2234

How Long Do We Keep Your Data?

Any data which is not required by us to deliver our services to you will be deleted after 12 months unless you ask for your information to be deleted sooner or you explicitly ask us to retain your information.

Providing information to third parties

City Plumbing Insurance Services will not sell, trade or rent your information for the purposes of direct marketing.

We will never disclose information about you to third parties, except to fulfil your specific instructions for a product or in the event that third parties deliver the relevant service. For example, if you take out an insurance policy provided by a third party, they will need your details in order to administer the policy and process any claims.

Similarly, if you choose to spread the cost of your insurance over the year, your payment details may be passed to a third-party company to set up and administer the financing for your premiums. City Plumbing Insurance Services does not currently retain any of your debit or debit card payment details.

Other circumstances where we are operationally or contractually obliged to pass on your information may be where third parties administer part or all of the service, underwriting, for pricing purposes, testing, and to maintain management information for business analysis.

Linking From Third Party Websites

If you linked to our website from a third-party site, we may share some of your information with the third-party site operator. The third party may use this information for:

market research and tracking of advertising, enquiry and sales data;

sending you information about our products and services;

sharing the information with their associate companies to enable them to send you information which may be of interest to you.

We will supply the third-party site operator with information such as the effective date of any insurance policy which you purchase through our website and any premiums (including any renewal premiums) paid for that policy. They will only use this information for internal business and accounting purposes to invoice City Plumbing Insurance Services for internet marketing services.

Other Disclosures

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy policy, we may disclose information about you:

to the extent that we are required to do so by law, and

to the purchaser, or prospective purchaser, of any business or asset which we are, or are contemplating, selling.

Except as provided in this privacy policy, we will not provide your information to third parties.

International Data Transfers

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

If you are in the European Union, information which you provide may be transferred to countries (including the United States, Australia, India and Japan) which do not have data protection laws equivalent to those in force in the European Union. You expressly agree to such transfers.

Security Of Your Personal Data

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure servers. All electronic transactions you make to or receive from us will be encrypted using SSL technology.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your user name and password confidential. We will not ask you for your password.

Policy Amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

We may also notify you of changes to our privacy policy by email.

Your Rights

You may instruct us to provide you with any personal information we hold about you.

You may instruct us not to process your personal data for marketing purposes by email by sending an email to help@cliccovr.com at any time. In practice, you will usually either expressly agree in advance to our use of your personal data for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal data for marketing purposes.

Third Party Websites

The City Plumbing Insurance Services website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites. Their inclusion cannot be taken to imply any endorsement or validation by us of their content. City Plumbing Insurance Services is not responsible for any privacy practices in place for third party websites, nor do we accept any liability in connection with their content.

Fraud Prevention Agencies

If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies.

Law Enforcement Agencies May Access And Use This Information

We and other organisations may also access and use this information to prevent fraud and money laundering, for example when:

Checking applications for, and managing credit and other facilities and recovering debt;

Checking insurance proposals and claims;

Checking details of job applicants and employees.

We, and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.

Updating Information

Please ensure that the personal information we hold about you is correct and up-to-date using the facilities available on this website.

Our Liability To You

We endeavour to publish accurate, up-to-date information on this site, but City Plumbing Insurance Services does not accept any liability for any inaccuracies or omissions. Nor does City Plumbing Insurance Services accept liability for any direct, indirect, special, consequential or other losses or damages of any kind arising from the use of this website or information contained within it.

Contact

If you have any questions about this privacy policy or our treatment of your personal data, please contact Mike Camp our Data Protection Officer at mike.camp@quotall.com.

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510