

## Horwich Farrelly Privacy Notice

Horwich Farrelly are a specialist firm of solicitors who deal with legal claims within the insurance sector. This privacy policy explains how we use any personal information we collect about you in order to progress the legal claim.

This privacy notice covers the following topics:

- What information do we collect about you?
- How will we use the information we collect?
- Marketing
- Rights regarding your information
- Data Protection Officer
- Changes to our privacy notice
- How to contact us

### What information do we collect about you?

We collect information about you when your insurance company submits a file for a legal claim concerning yourself and/or when you voluntarily submit information in relation to the legal claim. This information can include, but is not exclusive to,:

- Personal Data - such as your name, address, age etc.
- Sensitive Personal Data – such as your racial or ethnic origin, medical records, political opinions, religious beliefs, criminal records etc.

Please be advised that we only collect information that is relevant to the aforementioned legal claim.

### How will we use the information we collect?

We collect information about you in order to process and manage the legal claim. The information we use will be pertinent to the legal claim in some capacity. The information we collect can be used in a variety of ways to deal with the legal claim, such as:

- Deciding on how the legal claim should be progressed
- To prevent fraudulent claims

Horwich Farrelly may be required, from time to time, to send your details to third parties in order to aid the progression of the legal claim and/or ensure your information is handled securely. These third parties can include, but are not exclusive to:

- Transcription services
- Expert witnesses
- Barristers Chambers
- Courts
- Archiving facilities

Horwich Farrelly will not share your information with any unauthorised parties, either within or out with the organisation.

### Information collected as part of Fraudulent Claims Investigations

As part of our fraudulent claims workload, we may be required to carry out lawful investigations to prevent and detect crime, using publicly available data sources, such as but not limited to:

- Social media

- General internet browsing
- Companies House
- HM Land Registry

Further to the above, we may also be required to search, cross reference and exchange information with database providers and organisations to verify information and/or preventing and detecting crime. These databases and organisations can include, but are not limited to,:

- Fraud prevention and financial crime databases
- Law enforcement and regulatory agencies
- Identity verification or tracing databases, such as Experian, Equifax or GB Group Connexus
- Claims history databases, such as the CUE (Claims and Underwriting Exchange)
- Motor vehicle databases, such as the MIAFTR (Motor Insurers Anti-Fraud & Theft Register)

## Retention Periods

Per the Limitations Act 1980, legal files are kept for a minimum period of 6 years from the date the legal claim is closed. There are certain circumstances where records concerning legal claim files may be kept for longer than 6 years.

If you would like further information regarding this, please contact the Risk & Compliance team using the below listed contact information.

## Marketing

We will not use your information for marketing purposes unless you have explicitly given your consent for us to do this. If you no longer wish for your information to be used for the purposes of marketing, please review your rights in the 'Rights regarding your information' section.

## Rights regarding your information

Under data protection legislation you have the right to:

- Request a copy of the information that we hold about you
- Request any information we hold about you is corrected if it is incorrect and/or inaccurate.
- Request that the processing of your information is restricted
- Request that your information is 'erased' from our records

Please be advised that there is no charge for an initial request for a copy of the information we hold about you, however subsequent requests will require a £10.00 administration fee to be paid.

If you wish to exercise your above listed rights, please submit a request to Horwich Farrelly using the contact information detailed in the 'How to contact us' section of this document. We will review each request submitted on a case by case basis and you will be advised on the outcome of your request in writing. Horwich Farrelly reserves the right to reject your request if necessary.

## Data Protection Officer

In order to align with General Data Protection Regulations we have assigned a specialist Data Protection Officer, within our firm, to deal with Data Protection policies, processes and data subject queries. Information on how to contact our Data Protection Officer can be found in the 'How to contact us' section.

## Changes to our privacy notice

We keep our privacy notice under regular review and the most up to date version is available at [www.h-f.co.uk](http://www.h-f.co.uk). This privacy notice was last updated on 23<sup>rd</sup> May 2018.

## How to contact us

Should you have any questions regarding our privacy policy or the information we hold about you, you can contact us by:

- Telephone: 03300 240 711
- Email: [compliance@h-f.co.uk](mailto:compliance@h-f.co.uk)
- Mail: Risk & Compliance – FAO The Data Protection Officer  
Horwich Farrelly  
Alexander House  
94 Talbot Road  
Manchester  
M16 0SP

### **Please note:**

**Any enquiries regarding the legal claim and/or legal matters should be directed to your file handler. Contact information for your file handler is detailed within your client care letter.**