



Magna Accident Services Limited Privacy Policy

This privacy policy sets out how Magna Accident Services Limited (“Magna”) uses and protects any information that you give to us when you use our website, any mobile applications or our services.

Magna Accident Services Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website or our services, then you can be assured that it will only be used in accordance with this privacy statement.

For the purpose of the Data Protection Act 1998, the data controller is Magna Accident Services Limited a company registered in England and Wales under company registration number 6700221 and whose registered address is Tillbridge Farm, Sturton-by-Stow, Lincoln, LN1 2DS.

Magna Accident Services Ltd may change this policy from time to time by updating this page. Please review this page regularly to ensure that you are happy with any changes.

All details supplied by you to Magna will be safeguarded both by this Policy and also by the Data Protection Act 1998

What we collect

We may collect the following information:

- Name and address
- contact information including email address
- Vehicle details
- Details of your accident
- Details of any Third Parties involved in the accident and any witnesses
- Other information relevant to allow us to manage your claim and provide a hire vehicle.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and, in particular for the following reasons:

- Claims Management
- Vehicle provision
- Internal record keeping.
- We may use the information to improve our products and services.
- We may choose to undertake short customer surveys via telephone or email. We may use your information to assist us in conducting these.
- We may outsource selected business activities to other trusted and vetted third party business partners. These companies do not have the right to use your data for anything other than the purposes written within their contract with us

Like many Credit Hire Organisations, Accident Management businesses, and Insurers we pass information relating to claims to the VBASE database (VBASE) operated by Verius Risk Solutions



Limited. The aim is to help us check information provided and also to prevent fraud. We will pass information relating to this incident to Verius Risk Solutions Limited for analysis as part of its risk assessment business. In dealing with this incident we may search Verius Risk. VBASE is also accessible by other clients of Verius Risk Solutions Limited and third parties with whom Verius Risk Solutions Limited contracts, other providers of data to VBASE, financial service providers and insurance industry in general for the purposes of risk assessment, identification, prevention, detection and management of fraud and other associated law enforcement purposes.

We previously passed information relating to claims to the Netfoil database (Netfoil) owned and operated by Hill Dickinson LLP. Any information passed to Netfoil between November 2012 and November 2017 will be transferred to VBase.

If you are dealing with this claim on behalf of an individual please ensure this information is brought to their attention.

Other Information you may provide

Payment Card information may sometimes be requested to process payments of which you will be aware such as damage or driving fines (Speeding, parking etc). All payment transactions are encrypted. Magna Accident Services Ltd do not record any of your payment information and process all transactions via WorldPay payment services which is compliant with the Payment Card Industry Data Security Standard (PCI DSS)

How long we keep your data

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for direct marketing purposes or customer survey purposes, you may change your mind at any time by writing to or emailing us at enq@magna-accident.co.uk
- You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to Magna Accident



Services Ltd, Tillbridge Farm, Sturton by Stow, Lincoln, LN1 2DS or email us at enq@magna-accident.co.uk.

- If you believe that any information we are holding on you is incorrect or incomplete, please write to us or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.
- If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer at the above addresses who will investigate the matter
- If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

