



Privacy Notice

(also known as "Fair Processing Notice")

Data controller: Magna Accident Services Ltd, Eco One, Highcliffe Business Park, Ingham, Lincoln, LN1 2WE
01428 787 148

enq@magna-accident.co.uk

Magna Accident Services (MAS) are committed to protecting your data and privacy. The following policy applies to any persons engaging in products or services supplied by Magna Accident Services, including digital engagement via our website or other electronic applications.

Magna Accident Services Limited is a registered company in England and Wales under company registration number 6700221 and whose registered office address is; Eco One, Highcliffe Business Park, The Cliff, Ingham, Lincoln, LN1 2WE.

How will we use the information you give us?

We will use your information for the purposes of claims handling and the provision of temporary replacement hire vehicles. This includes providing you with other services relating to a motor claim.

We may require special category data from you, such as health or criminal conviction information. We do so on the basis that it is in the public interest, for example; for temporary motor insurance to be available to you, in support of a legal claim, or with your consent to process any other related service.

The security of your data is paramount to us. Information shared to other parties involved in the management of a motor claim, or other related service, is only done so under lawful obligation or legitimate interest. Our company procedural safeguarding means we hold all data (both digital and physical) received as safely as possible. All data MAS receive is stored safely and confidentially within our CRM (Customer Relationship Management) system, managed and controlled safely via our secure IT server.

As we are a regulated firm, your data will be used to ensure we meet legal and regulatory requirements. We also have a legitimate interest in using your data for business operations to ensure we can continue to provide claims services and other relevant services to you.

We may also need to use your information to process payments, such as VAT (if you are VAT registered). This may include credit checks.

When collecting bank information or processing card transactions, extra measures are implemented to ensure all data received is secure and encrypted. When processing card transactions over the phone, all phone recording systems are disabled. Magna Accident Services will never store your card details and will never request card payment details to be sent to us in writing.

If we have to transfer information to a third country outside the UK/EEA/EU, we will only do so if a similar level of protection applies. If we need to obtain information which is by nature sensitive, we will only do so on the basis that it is in the public interest - for example to fight crime or to prevent fraud.

Who will we share your data with?

To provide our services, we may share your data with external companies. These firms will include, but are not limited to; engineers, insurers, insurance brokers, motor repairers, salvage & recovery agents, legal firms, and other firms for the purpose of handling claims. To meet our legal and regulatory obligations, they include regulatory bodies, legal and compliance services providers, fraud agencies and databases. For payments, this includes finance providers, debt recovery agents, and payment services providers.

How long will we keep your information?

We will only collect what is necessary and will only keep it for as long as we are required to do in line with our data retention policy.

<u>Type of Data</u>	<u>Reason for Retention</u>	<u>Retention Period</u>
Motor claims, Accident information, Personal Injuries	Statistical	Mandated retention period as per legal requirements
Insurance Policies	Insurer requirement, Future claims, Future complaints	Mandated retention period as per legal requirements

Sensitive or “Special Category” Personal Data

Sensitive or “Special Category” Personal Data includes information that is particularly sensitive and requires extra protection under data protection laws.

This category includes, but is not limited to, details such as racial or ethnic origin, health conditions or disability, and is obtained for the purpose of uniquely identifying an individual and management of our services to you only.

We continuously review our policies and practices to ensure compliance with the latest data protection regulations and standards. Our staff undergo regular training to stay informed about best practices in data security and privacy, ensuring that your sensitive information is always treated with the highest level of respect and care.

Every effort is made to limit how much special category data we hold. In some cases, reasonable adjustments to our service delivery is required to offer you, or other associated parties to your claim, the best possible service.

Under FCA regulations, any personal information relating to vulnerabilities you may have is known as ‘Special Category Data’. It is essential that this data is handled with the utmost care and confidentiality. Our commitment to safeguarding your privacy means that we employ robust security measures to protect your information from unauthorised access, misuse, or disclosure.

If you have any concerns or questions about how your Special Category Data is managed, please do not hesitate to contact our Data Protection Officer. We are dedicated to maintaining your trust and will promptly address any issues or questions you may have.

<u>Purpose of Processing</u>	<u>Types of Personal Data</u>	<u>Lawful Basis</u>
Names, Addresses, Claim Information, Driving Licence, Proof of Identity, Driving history, CCTV/dashcam evidence, Witness statements, Vehicle Information	Motor claims, Accident information, Insurance	Performance of a Contract
Special Categories including Health, Criminal Convictions and Driving History	Motor claims, Accident information, Personal Injuries, Insurance	Substantial Public Interest, Legal Claims, Consent
Names, Addresses, Claim Information, Driving Licence, Proof of Identity, Driving history, CCTV/dashcam evidence, Witness statements	Legal and Regulatory compliance	Compliance with a Legal Obligation
Special Categories including Health and Criminal Convictions	Legal and Regulatory compliance	Substantial Public Interest, Legal Claims, Consent
Location, other driving data	Vehicle tracking, security, recovery and monitoring	Legitimate Interest
Names, Addresses, Claim Information, Driving Licence, Proof of Identity (including secondary identification & National Insurance Number), Driving history, CCTV/dashcam evidence, Witness statements	Business operations and administration	Legitimate Interest
Special Categories including Health and Criminal Convictions	Business operations and administration	Substantial Public Interest, Legal Claims, Consent
Name, Address, Bank Details & Credit/Debit Card details, Credit History	Payments, debts	Performance of a Contract or Legitimate Interest

What are my legal rights?

You have the right to complain to the Information Commissioner at www.ico.org.uk, Tel 0303 123 11132.

You can obtain a copy of your personal information from us without charge by contacting us at the address above. This may include the right to transfer information to other providers.

You have the right to ask us to correct information.

You have the right to ask us to delete your information or stop using it, unless it is necessary for us to retain it as set out in our retention policy.

You may have the right to object if decisions about you are made solely by a computer. Magna Accident Services do not make decisions about you or your data utilising automated methods via our CRM or other associated IT software, including Artificial Intelligence.

We are committed to safeguarding your privacy and ensuring that your personal information is protected. If you have any questions or concerns about our data protection policies, please do not hesitate to contact us. Your trust is important to us, and we strive to be transparent and responsive in addressing your privacy needs.

To exercise your rights, in respect of the above. You can contact Magna Accident Services on the information outlined at the top of this policy to request copies of your own personal data. Magna Accident Services will review all requests and act in accordance with such requests ensuring the request is not made with malicious or ill intent.