

Who We Are And How we Use Your Personal Data

All of our products and services in the UK and Europe administered by:

TWG Services Limited, registered in England & Wales, company number 1883565, registered office Twenty Kingston Road, Staines upon Thames, Surrey TW18 4LG. Authorised and regulated by the Financial Conduct Authority.

For all of our products and services if this company is named as your administrator it will always be a joint data controller of your personal information along with the provider.

Insurance Products in the UK and Europe:

These are provided by:

London General Insurance Company Limited, registered in England & Wales, company no. 1865673, registered office Twenty Kingston Road, Staines-upon-Thames, Surrey, TW18 4LG. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Or by:

London General Life Company Limited, registered in England & Wales, company no. 2443666, registered office Twenty Kingston Road, Staines-upon-Thames, Surrey, TW18 4LG. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

For insurance products the insurance provider will always be a joint data controller of your personal information along with the administrator.

Non-Insurance products in the UK and Europe:

These are provided by:

The Warranty Group Services (Isle of Man) Limited, registered in the Isle of Man, company no. 094279C, registered office St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE.

Or by:

TWG Services Limited (details as above)

For non-insurance products the provider will always be a joint data controller of your personal information along with the administrator (if different).

This is how your data is used:

- "We" below means both the provider and the administrator of your product (if different).

- We are the data controllers of the personal data you provide and are committed to protecting the privacy and security of your personal information.
- This includes your name as well as your contact details such as physical address, phone number and e-mail-address. If you do not provide the personal data required we may be unable to provide the services contained under the plan. Your data is processed in accordance with Art.6 para 1 (b) and (c) of the European General Data Protection Regulation (GDPR) for these purposes.
- In addition to administration of your plan, including claims and fraud prevention, this may involve sharing your information confidentially with suppliers of products or services (including repairs) engaged by you or by us in the purchase or performance of the plan.
- We may provide by post, email, text or telephone administrative information including expiry/renewal details. We may also provide other information in this way, including marketing about this and other similar products provided by our group of companies (which includes The Warranty Group Services (Isle of Man) Limited, TWG Services Limited and London General Insurance Company Limited) but you may contact us at any time to stop receiving any such other information. Your details will not be used for any other marketing purposes.
- Some of our products may involve the confidential processing of more sensitive special categories of data such as medical information. Such data will be processed only for the purposes of meeting our obligations to you and strictly in line with the extra legal protections applying to such data.
- Your personal data will be transferred outside the EU for plan administration. The transmission of your personal data is safeguarded by standard data protection clauses approved by the EU Commission and/or by circumstances supported by an Adequacy Decision of the EU Commission.
- Your personal data will at all times be held securely and handled with the utmost care in accordance with all principles of EU Data Protection law.
- Your personal data will be kept for only as long as necessary after which time it will be destroyed if it is no longer required for the lawful purposes for which it was obtained.
- You have a number of rights to your data these include the right to be informed, have access, rectification, receive your data in a transferable format, erasure, restriction of processing and object to how your data is processed.
- To obtain a copy of your personal data held by us, for more information on the rights to your data or to exercise one of your data rights please contact our Data Protection Officer.
- Our Data Protection Officer can be contacted via our Customer Relations Team by emailing: EU.DPO@thewarrantygroup.com or writing to us: The Aspen Building, Floor 2, Mitcheldean, Gloucestershire, GL17 0AF
- You have the right to make a complaint at any time to the Information Commissioner, the UK supervisory authority for data protection issues.