**How we protect and use your information**

**Who we are**

At Rapid Quote (11140787 company registration no.) we do all we can to respect your right to privacy and the protection of your personal information. This is a summary of what we do with your information in order to run our business and provide our brokers with products and services. We’ll let you know if we update it in the future. If you need a paper copy please contact 01509 557170.

**The information we use and where we get it from that relates to quotes**

We collect and process various types of personal information, including basic information such as name, contact details, dates of birth and information about financial circumstances but this is the brokers concern to input and store data correctly, we merely provide the space in which the data is held.

All of the information input on our portal will have been provided by you (the broker) pertaining to your client.

We also collect information from the technology you use when dealing with us and from third party organisations (such as PMI Insurance companies) in order for us to obtain a quote.

Also the data we collect relates to number of quotes done within certain time and date periods and enables us to show insurers activity levels within our portal during those times.

We DO NOT have access to your client data, this can only be accessed if you give us your expressed permission and can only relate to if you (the broker) believes there is an error on the quote (i.e a pricing mismatch).

From 25th of may there will be an added "button" on the quoting form (both full fact find and quick quotes). This button will ask if you have got permission from the client to retain their details in order for you to do further quotes in future. If this button is checked the information relating to that quote will be retained for 12 months where on anniversary of this you will be asked to check the button again. If this question has been answered no this information relating to that quote will be held for no longer than 90 days. After 90 days the quote information will disappear from the "previous quotes" screen.

**The information we gather and where we get it from relating to our clients (you, the broker)**

We will gather our information in the following ways:

* Via a phone call between you (the broker) and us (rapid quote).
* Via secured email
* Via our front facing website enquiry form

The information we gain is held by us and can be shared with third parties if given expressed permission.

**Your rights**

You have a number of legal rights to control what we do with your information. For example, you can ask us to tell you what information we have about you and get a copy of it; correct or update information that is wrong; stop using your information in certain circumstances; stop sending you marketing material; or send some of your data to someone else for them to use. Please note that in some cases, asking us to do this may mean that we are no longer able to provide you with products or services. For more information on how and when you can ask us to do this, or if you would like to complain to our Data Protection Officer, please see contact us at 01509 557170.We hope that we can resolve any complaints, but if we don’t you can contact the Information Commissioner’s Office (ICO).

**How we use your information**

We use your information mainly to provide you with products and services, to understand our customers’ needs and improve the products and services we offer, and for the day-to-day running of our business. We also use it to comply with laws and regulations that apply to us and to protect our business, our customers and employees.

Sharing your information outside Rapid Quote

We keep your information confidential and will only share your information outside of Rapid quote for the purposes mentioned in our privacy notice. This may include sharing with third parties such as PMI insurance providers.

**Marketing**

Unless you have told us not to, we will send you marketing information relating to products and services that we think will be of interest and relevant to you. If you change your mind and no longer want to receive these communications you can tell us at any time by contacting us on 01509 557170. Rapid Quote will not share your information with third parties for their own marketing purposes without your permission.

**Communications about your account**

We use the contact details you have provided to us to send you information relevant to the operation and maintenance of your account, including email, text,phone and post.

We don’t keep your information for longer than we need to.

If you cancel your account we will hold the information relating to clients and quotes for the time periods set above and for no longer than 12 months unless we are required to keep it longer (for example due to a court order or investigation by law enforcement agencies or regulators).

We do not act as a crm and as such are not permitted to hold your client data for 6 years. it is the brokers responsibility if using our system for fact finds to print and store accordingly within the guidelines set by your company.

**Security**

We are committed to ensuring that your information is secure with us and with third parties who act on our behalf. We use many tools to make sure that yours and your clients information remains confidential and accurate and we may monitor or record calls, emails, text messages or other communications in order to protect you and us.

We store your client data in the following ways:

Our live server which is supplied by fastshosts and two additional back up servers which duplicate data entered if our main server goes down. All servers are based in the UK and are fully ssl encrypted

In order to protect you (the broker), you have a specific log in name and password. We do not enforce renewal of passwords but strongly recommend it is between 10-16 characters and is changed every 6-8 weeks. Our broker portal holds an ssl certificate and has 256 bit encryption.