

Privacy Notice – Insurance Services

This privacy notice is to inform claimants how their personal information will be used in relation to the insurance claim that has been submitted by them.

Why we need your information

Personal information is collected in order to process insurance claims made against East Renfrewshire Council. In the course of handling your claim for compensation we collect the following personal information when you provide it to us:

- personal details – name, address, e-mail address, telephone numbers, date of birth and national insurance number (if claiming for personal injury).
- medical details (if claiming for personal injury) – GP name and address.
- bank details (if required in order to settle claim).

What is the legal basis for us to process your information?

For the purposes of administering your claim we rely upon the following basis as set out in the Data Protection Act 2018:

- Legal obligation
- Public task
- For the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity for reasons of substantial public interest.

Do you have to provide your information?

The provision of the information requested in our claim form is required to enable us to administer your claim for compensation.

In the event that you do not provide us with your information we will be unable to progress your claim and our insurers will be unable to reach a decision on liability for the claim.

How do we collect information about you?

Information is provided by yourself, claims handlers, internal Council services and external solicitors. We use your personal information to administer your claim and for the prevention and detection of fraud. East Renfrewshire Council is under a duty to protect the public funds it administers and we will at periodic times undertake data matching exercises.

Who is your information shared with?

We may share your personal data with our insurers and solicitors who may store it on their databases. Our insurers may search these databases when you make a claim, to validate your claims history or that of any other person or property likely to be involved in the claim.

In order to prevent and detect fraud, we may, in liaison with our insurers, share information about you with other organisations, check and/or share your details with fraud prevention and detection agencies. Our insurers own privacy notice provide details of how they use your information:

Gallagher Bassett:- <https://www.gallagherbassett.co.uk/privacy-policy/>

Zurich Municipal:- <https://www.zurich.co.uk/en/services/privacy>

On a periodic basis we regularly undertake data matching exercises with the National Fraud Initiative - <https://www.audit-scotland.gov.uk/privacy>

How long will we keep your information?

We will only keep your personal information for as long as is necessary and ensure that it is securely deleted when it is no longer required or until the law states that it should be destroyed.

Please see reference-24.001.001 claims processing- <https://www.eastrenfrewshire.gov.uk/records-management>

Your rights

Depending on why we need to process your information you will have rights to how your information is used. Further information about your rights, including the circumstances in which they apply, can be found within our main Privacy Policy published on our website

If you have concerns about the processing of your personal data, by the council, you can contact our Data Protection Officer at dpo@eastrenfrewshire.gov.uk.

For independent advice about data protection, privacy and data sharing, visit the Information Commissioner's Office website at <https://ico.org.uk/your-data-matters/>.

Do you require this statement in a different format?

Please contact Customer First should you require this information in an alternative format.

Review

This notice will be kept under regular review and was last updated on the 28th October 2020