

Privacy Schedule for Insurance Claimants

This schedule sets out the details of our processing of personal information for individuals or companies making claims against the Trust for personal injury, property damage or financial loss. This may include our customers, our employees and other members of the public or third party companies.

It is important that you read this section of our privacy schedule together with the main section of our [privacy policy](#). This is so that you are fully aware of how your information is used and your individual rights.

What Information We Collect About You

Depending on the circumstances, we may hold some or all of the following about you:

- Your name and address
- Your contact details, such as telephone number, email address
- Your national insurance number
- Copies of correspondence between yourself (or your appointed representatives) and the Trust or our external legal and claims advisors.
- Details about any claim you have made against the Trust, this could include health, disability and medical information, transactional details, property damage or other related financial information.

How Do We Use Your Information

We collect information either by contact you make with the Trust directly or to our external claims advisors or insurers.

The information we hold is used to allow us to evaluate, assess and establish any liability for claims and make decisions related to the settlement of claims, including payments, repairs and replacements.

Our external advisors manage and facilitate the claims process on our behalf and as such are data processors. Their use and security of personal information they gather, and use is regulated and controlled by the terms of our contract with them.

We delete your personal information after 7 years following the final settlement or closure of any claim.

Legal Basis for Processing Personal Information

In order to respond to, and deal with, any claim made by yourself or a third party against the Trust we have a legitimate interest in collecting and using personal information as part of the claims management process. Where we may process special category personal data for this purpose, this is because it is necessary to establish, exercise or defend a legal claim. This will enable us to make proper consideration of the legitimacy of the claim and assist us in determining what actions we need to take to deal with the claim in a timely and appropriate fashion. We may also use this information as part of our communications with our external insurance providers in order to inform them of any potential liabilities they may incur.

How We Share this Data

Sometimes we may need to share your information, but we will only do so where it is necessary or required by law. We will only share the minimum information for each circumstance. The personal information we collect may have been sent to us directly or via our external claim's advisors. In order to evaluate and manage the claim we may share the information with the following:

- external claims management advisors
- external legal representatives
- external Insurers
- internally within our other departments

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