

Great Lakes Insurance SE Information Notice

This information notice is designed to help you, as a customer of Great Lakes Insurance SE, to understand how we process your personal data.

You are a customer of Great Lakes Insurance SE and we are the insurer of your policy. However, you may have purchased your insurance through an intermediary, e.g. through an insurance broker or through an intermediary that we have authorised to issue a policy on our behalf.

The insurance lifecycle may involve the sharing of your personal data with other insurance market participants, some of which, you may not have direct contact with. You can find out more information about these processors by contacting the intermediary that you purchased your policy from.

The Data Controller for Great Lakes Insurance SE is:	With a UK branch office at:
Great Lakes Insurance SE Königinstrasse 107 80802 München Tel: +49 (89) 244455270 Fax: +49 (89) 244455271 www.glise.com	Great Lakes Insurance SE UK Branch Plantation Place 30 Fenchurch Street London EC3M 3AJ Tel: +44 (0) 20 3003 7000 Fax: +44 (0) 20 3003 7010 www.glise.com

The Data Protection Officer for Great Lakes Insurance SE is:
Data Protection Officer Great Lakes Insurance SE UK Branch Plantation Place 30 Fenchurch Street London EC3M 3AJ Email: dataprotection@glise.com

Please contact the Data Protection Officer if you have questions concerning this Information Notice or your Data Subject Access Rights. These include:

- Data Portability: The transfer of your personal data to another Data Controller.
- Erasure: To have your personal data removed or deleted.
- Rectification: To have your personal data corrected if it is inaccurate.
- Restrict Processing: To restrict processing where your personal data is inaccurate or the processing is unlawful.
- Subject Access Request: To access your personal data and information around its processing.
- To object to direct marketing (we do not do direct marketing).

If you are unhappy with any response or have a complaint. You can raise this with:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: +44 (0) 303 123 1113

Who your data is shared with

The following are data controllers that we share your personal data with:

- Reinsurers – including Münchener Rückversicherungs-Gesellschaft Aktiengesellschaft in München
- Agents – that sell insurance products on our behalf.
- Brokers – that have advised our insurance products to you.
- Government Agencies.
- Legal advisers.

The following are data processors that we disclose your personal data to:

- Third Parties providing services for Banking, Claims Handling, Insurance Administration and IT Services.

Please contact the Data Protection Officer (dataprotection@glise.com) if you require further information on who your data is shared with.

What information do we collect about you

Personal Data

Categories of data	Type of information processed	Where the data may come from	Who we may disclose the data to	Potential purpose of processing	Lawful basis of processing
Individual Information	Name, address, marital status, date and place of birth, nationality, employer, job title, employment history, family details and their relationship to you.	Insurance intermediaries or other insurance market participants. Your family. Your employer. Credit reference agencies.	Group companies. Reinsurers. Our agents and brokers. Other intermediaries or market participants. Anti-fraud databases. Medical doctors and specialists	Setting you up as a client including checks for potential fraud, sanctions, credit and anti-money laundering. Underwriting, evaluating and pricing of the risks to be insured and calculating and validating the appropriate premium for your policy.	Performance of our contract with you.

Categories of data	Type of information processed	Where the data may come from	Who we may disclose the data to	Potential purpose of processing	Lawful basis of processing
Policy Information	Information about the quotes and insurance policies you have applied for or taken out.	Insurance intermediaries or other insurance market participants. Your family. Your employer.	Group companies. Reinsurers. Our agents and brokers. Other intermediaries or market participants. Anti-fraud databases.	Managing you as a client including underwriting, evaluating and pricing the risks to be insured and calculating, validating and collecting any appropriate premium.	Performance of our contract with you.
Financial Information	Premiums and claims paid on your policies. Bank account or payment card details. Income and other financial information.	Insurance intermediaries or other insurance market participants. Your family. Your employer. Credit reference agencies.	Group companies. Reinsurers. Our agents and brokers. Other intermediaries or market participants. Credit reference agencies. Anti-fraud databases.	Managing you as a client including underwriting, evaluating and pricing the risks to be insured and calculating, validating and collecting any appropriate premium.	Performance of our contract with you.
Statutory and anti-fraud information	Credit history, credit score, sanctions and information from anti-fraud databases concerning you.	Insurance intermediaries or other insurance market participants. Member of your family. Your employer. Anti-fraud databases, sanctions lists, court judgements and other government agencies.	Group companies. Reinsurers. Our agents and brokers. Other intermediaries or market participants. Anti-fraud databases.	Setting you up as a client including checks for possible fraud, sanctions, credit and anti-money laundering. Managing you as a client including underwriting, evaluating and pricing the risks to be insured and calculating, validating and collecting any appropriate premium.	Performance of our contract with you. Compliance with a legal obligation. Processing is necessary for the defence of legal claims.

Categories of data	Type of information processed	Where the data may come from	Who we may disclose the data to	Potential purpose of processing	Lawful basis of processing
Claim Information	Information about previous and current claims.	Insurance intermediaries or other insurance market participants. Member of your family. Your employer. Anti-fraud databases, claimants, defendants, witnesses, experts inc. medical experts, loss adjustors, solicitors and claims handlers.	Group companies. Reinsurers. Our agents and brokers. Other intermediaries or market participants. Anti-fraud databases. Medical doctors and specialists.	Managing insurance and reinsurance claims. Defending or prosecuting legal claims. Investigating or prosecuting fraud.	Performance of our contract with you. Compliance with a legal obligation. Processing is necessary for the defence of legal claims.

Special Categories of Data

Categories of data	Type of information processed	Source of the data	Who we disclose the data to	Purpose of processing	Lawful basis of processing
Individual and claim Information	Gender and health information. Medical reports. Criminal records and convictions.	Insurance intermediaries or other insurance market participants. Member of your family. Your employer.	Group companies. Reinsurers. Our agents and brokers. Other intermediaries or market participants. Anti-fraud databases. Medical doctors and specialists.	Setting you up or managing you as a client. Evaluating and pricing the risks to be insured and calculating and validating any appropriate premium where there is health or life insurance.	Performance of the insurance contract with you or consent. Processing is necessary for the defence of legal claims.
Statutory and anti-fraud information	Criminal records and convictions. Surveillance reports.	Insurance intermediaries or other insurance market participants. Member of your family. Your employer. Anti-fraud databases, sanctions lists, court judgements and other government agencies.	Group companies. Reinsurers. Our agents and brokers. Other intermediaries or market participants. Anti-fraud databases. Medical doctors and specialists.	Setting you up or managing you as a client. Evaluating and pricing the risks to be insured and validating any appropriate premium where there is health or life insurance, including checks for potential fraud, sanctions, anti-money laundering and other statutory checks.	Processing carried out under the control of official authority. Processing is necessary for the defence of legal claims.

Protection of your information

Your privacy is important to us and we follow strict security and organisational procedures in the processing, storage, destruction and disclosure of your information. This is to prevent unauthorised access or loss of your information.

Use of your Consent to process Special Categories of Personal Data

In order to provide insurance, in certain circumstances we may need to process special categories of personal data, such as medical records or criminal convictions.

We follow the lawful basis that your insurer has used in processing and disclosing your special categories of personal data to us. This may be for the performance of the insurance contract or consent. If consent is used, you will not have given your consent directly to us but to the insurer that you purchased your policy from. You may withdraw your consent for us to process your special categories of personal data at any time by contacting the Data Protection Officer (details as above). However, if you withdraw your consent this will impact on our ability to provide or continue to provide insurance for your insurance policy or pay claims.

Call Monitoring and Recording

For quality control purposes and to audit the evaluation process for the underwriting and pricing of the risks to be insured, we may review copies of telephone recording made with the intermediary that you purchased your policy from.

Data Retention

Your personal data will only be kept for as long as it is necessary for the purpose it was collected for.

Category of data	How long we retain your data			
Individual Information	7 years after the end of the insurance agreement between us and the insurance intermediary.			
Policy Information	<i>Insurance</i>	<i>Years</i>	<i>Reinsurance</i>	<i>Years</i>
	All cases exc. EL Employers Liability	7 60	All cases exc. EL Employers Liability	7 60
Financial Information	7 years after the end of the insurance agreement between us and the insurance intermediary.			
Claims Information	Period in years from either date of settlement or date of advice if no claim develops.			
** EL = Employers Liability	<i>Insurance</i>	<i>Years</i>	<i>Reinsurance</i>	<i>Years</i>
	Property	3	All cases exc. EL	6
	Engineering exc. EL	3	Employers Liability	60
	Engineering EL	60		
	Contingency	3		
	Marine & Aviation exc. EL	3		
	Marine & Aviation EL	60		
	Professional Indemnity	12		
	Liability exc. EL	3		
	Liability EL	60		
	Motor	3		
	Child Injuries	To age 21 & 4 months		
	Cases involving PPO's	Unlimited		
	All asbestos / disease	Unlimited		
	All protected victims	Unlimited		
Special categories of personal data (underwriting and pricing)	As per Policy Information table above.			
Special categories of personal data (claims)	As per Claims Information table above.			

Transfer of Data

We will not transfer your personal data outside the EEA where there is not an adequate level of data protection.

Your personal data may be disclosed to companies within our Group or to Service Providers outside the EEA. However, we ensure that there is an adequate level of data protection in place and adhered to by these parties.

You can find out the details about any other party we have shared your personal data with by contacting the Data Protection Officer at the address provided at the top of this information notice.

Changes to this Great Lakes Insurance SE Information Notice

If we make changes to this information notice that affects how we process your information, we will revise the information notice and publish it on our website.