



PERSONAL DATA PROTECTION STATEMENT

GENERAL INSURANCE | MEDICAL | PENSION | RISK MANAGEMENT

DATA PROTECTION POLICIES

Protection of your personal data is important to us.

At Chancery Wright Insurance Brokers, we understand that data protection is vital to maintaining privacy, security and trust in various domains. This data protection statement explains how we collect, use, store and protect your personal data.

COLLECTION AND PROCESSING OF INFORMATION

INFORMATION COLLECTED

Personal data refers to any information that can directly or indirectly identify you as an individual.

The personal data that we collect will depend on the context of our relationship with you. We may collect, use, store and transfer different kinds of personal data about you or persons connected to you as follows:

- General identification and contact information such as your name; address; e-mail and telephone/cell number(s); gender; marital status; date of birth; relationship to the policyholder, insured or claimant.
- Identification numbers issued by government bodies or agencies such as Identity card number, passport number; KRA P.I.N or other license numbers.
- Financial information including payment details, banking information; and other financial information.
- Health-related information for specific policies such as current or former physical or mental or medical condition; health status; injury or disability information; medical procedures performed; medical history.
- Other relevant data necessary for providing insurance services including location and identification of property insured (for example, property address, vehicle license plate or identification number); travel plans; age categories of individuals you wish to insure; policy and claim numbers; coverage / peril details; cause of loss; prior accident or loss history; your status as director or partner, or other ownership or management interest in an organization; and other insurance you hold.
- Other sensitive information such family medical history or genetic information.

COLLECTION PURPOSE

The information is collected for the following purposes:

- To process and administer insurance policies.
- To assess insurance applications and claims.
- To comply with legal and regulatory requirements.
- To provide necessary support and services.

USE OF PERSONAL INFORMATION

We will only use your personal data within the confines of the law. The data is accessed only by authorized personnel and is never shared with unauthorized third parties. We shall have data processing and data sharing agreements with the authorized third parties in accordance with the provisions of the data protection laws which shall set out their obligations regarding the personal data they shall be handling.

Most commonly, we will use your personal data in any of the following circumstances:

- **Quote Generation:** Collecting personal information to provide accurate insurance quotes based on individual needs and circumstances.
- **Policy Application and Issuance:** Gathering and using your personal data to process and issue insurance policies, ensuring they meet specific requirements and preferences.
- **Risk Assessment:** Assessing risks associated with an individual's health, lifestyle, and property to determine suitable coverage and premiums.
- **Policy Renewal and Updates:** Using personal information to renew policies, update coverage, and adjust premiums based on changes in circumstances.
- **Claims Processing:** Utilizing your personal data to process insurance claims, verify eligibility, and assess the validity of claims made by policyholders.
- **Customer Service and Support:** Using personal data to provide personalized customer service, answer queries, and address concerns related to insurance coverage.
- **Communication and Marketing:** Sending relevant communications, updates, and marketing materials regarding insurance products and services that may benefit the individual.

ADDITIONAL PROCESSING

- If we intend to further process your personal data for a purpose other than for which the data was collected, we will provide this information to you prior to processing this data.

DATA PROTECTION MEASURES:

Chancery Wright will take appropriate technical, physical, legal and organizational measures, which are consistent with applicable privacy and personal data security laws.

When personal data is stored on paper, it will be kept in a secure place where unauthorized people cannot see and have access to it.

When data is stored electronically, it will be protected from unauthorized access, accidental deletion and malicious hacking attempts.

Personal Data shared with any third parties – as listed below- will be selected carefully and we shall give clear and specific instructions requiring them to use appropriate measures to protect the confidentiality and security of the personal data they shall be handling on our behalf.

TO WHOM MAY WE DISCLOSE YOUR PERSONAL DATA?

Chancery Wright Insurance Brokers may disclose your personal data to various parties involved in the insurance process for the use and purposes as set out above. These may include:

- External parties in order to administer your policy.
Examples are insurance companies and intermediaries.
- Loss adjusters, claims investigators, repairers, medical practitioners, solicitors, and other firms as part of the claims handling process.
- Legal advisors, and potentially service providers assisting in claims processing.

However, the disclosure is done in line with data protection laws and regulations, ensuring the proper handling and security of your personal information.

DATA RETENTION

We will retain your personal data for the duration necessary to fulfil the purposes for which it was collected, or, as required by law.

YOUR RIGHTS

You have the right to access, correct, or delete your personal information in our possession. Chancery Wright Insurance Brokers has designated a Data Protection Officer in accordance with the Data Protection Act. If you have any concerns or requests regarding your data or how your personal data is being processed by Chancery Wright Insurance Brokers Ltd or how your complaint has been handled, you have the right to lodge a complaint at chancery@chancerywright.com

CHANGES TO STATEMENT

Chancery Wright Insurance Brokers Ltd may update this Data Protection and Data Collection Statement from time to time. When such a change is made, we will post a revised version online and also communicate the same with you through the appropriate channels. It is your responsibility to review this privacy policy periodically so you're aware of any changes. By using our services, you agree to this privacy policy.

By providing your personal data to Chancery Wright Insurance Brokers, you acknowledge and agree to the terms outlined in this statement regarding your personal data.

CONTACT US

Your privacy is important to us. If you have any comments or questions regarding this statement, please contact us.

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