



Allpropertyclaims Ltd T/A Leaktracersdirect Privacy Notice

(How information about you will be used)

What Information we collect about you:

When you contact us for assistance with your leak detection and subsequent insurance claim we collect the relevant information needed to enable us to assist you with the leak detection and also to discuss and negotiate your claim with your insurer.

We collect this information, which includes your insurance policy schedule and details of the damage to your property during our meetings and /or telephone and email correspondences with you.

How your information will be used:

The relevant information we collect (name, risk address, details of damage to your property) will be passed to a 3rd party Leak Detection Company who will attend your property and undertake your leak detection in order to identify the cause of damage. The report they provide will enable us to present your Escape of Water claim to your insurer.

The information we collect will also be shared with your insurer and their representatives to enable them to validate and negotiate your insurance claim with us. Your insurer, like our firm, will be authorised and regulated by the Financial Conduct Authority.

Information provided by you may be put by your insurer onto a register of claims and shared with other insurers to prevent fraudulent claims.

We will retain any information we have collected about you for up to 6 years after our professional relationship has terminated however, data held electronically may be retained for longer.

Your rights of access to your data:

You have a right to obtain a copy of the personal information that we hold about you. If you believe that any information held is incorrect or incomplete, you should contact us. Any information that is found to be incorrect or incomplete will be amended promptly.

You also have a right to “be forgotten”, this means you can ask for the information which we hold about you to be deleted from our records but this will mean that we will be unable to continue to handle your insurance arrangements.

**For further information or for our Data Protection Policy please contact us at on
info@allpropertyclaims.co.uk**