

Privacy Policy

NDI takes your privacy seriously. This Privacy Policy explains how we collect information and what we do with it. In this policy “NDI”, “we” and “our” means NDI Insurance & Reinsurance Brokers Ltd, Registered Office, 9th Floor, Norfolk Tower, 48-52 Surrey Street, Norwich, NR1 3PA (registered company number 04347504). For the purposes of the Data Protection Act 2018 (the Act), the Data Controller is NDI.

What data do we collect?

When you submit an enquiry to NDI we may ask you to submit information such as your name, email address, postal address and telephone number. You are under no obligation to provide such information. However, if you should choose to withhold requested information, we may not be able to respond to your request or provide certain services, advice or guidance.

How is the information used?

NDI will use the information you provide to:

- identify visitors to our website
- improve the content of our web page
- carry out research on customer demographics, interests and behaviour
- send you information we think you may find useful including information about new products and services, where you have consented to be contacted for such purposes.

We may also use your data, or permit selected third parties to use your data, to provide you with information about services which may be of interest to you and we or they may contact you about these by telephone, email or post, provided always that you have consented to be contacted for such purposes.

How and where is the information shared?

NDI may disclose your personal information to any member of our group companies.

We may disclose your personal information to third parties in the following circumstances:

- aggregate statistics about site visitors and customers may be disclosed in order to describe services to prospective partners, advertisers and other reputable third parties and for other lawful purposes, but these statistics will include no personally identifying information
- in the event that we sell or buy any business or assets we may disclose your personal data to the prospective seller or buyer of such business or assets
- if NDI or substantially all of its assets are acquired by a third party, and is included in the transferred assets
- if required to do so by applicable law or any legal obligation, or in order to enforce or apply our terms of use and other agreements; or if it believes that such action is necessary to protect and defend the rights, property or personal safety of NDI, the website or its visitors.

Security

NDI considers the security of all personally identifiable information associated with its customers of paramount importance. NDI confirms it will take all reasonable steps to ensure that any personal data that you provide is kept secure. Although we endeavour to protect your personal data, because of the nature of the Internet, we cannot guarantee the security of your data if transmitted to our website and any inward transmission of data is carried out at your own risk. Once we have received your information, we have security measures in place to attempt to protect against the loss, misuse and alteration of customer data under our control. In addition, we review our security and privacy policies to ensure they are fit for purpose and make any necessary alterations. In addition, only authorised personnel have access to user information. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur, we use all reasonable efforts to prevent this.

IP addresses

We may collect information about your computer, including, where available, your IP address, operating system and browser type, for system administration and to report aggregate information to prospective partners, advertisers and other reputable third parties and for other lawful purposes. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

Use of cookies

Cookies are pieces of information that a website transfers to your hard drive for record keeping purposes. Cookies can make the Internet more useful to you because they contain information about your preferences on particular websites, which allows website owners to provide more useful features for their users. Most web browsers automatically accept cookies, but if you prefer, you can change your browser to prevent that. However, you may not be able to access parts of the website if you do so. Cookies are specific to the server that created them and cannot be accessed by other servers, which means they cannot be used to track your movements around the web. Although they do identify a user's computer, cookies do not personally identify users, and passwords and credit card information are not stored in cookies. We do not currently use cookies.

Where is the information stored?

Information which you submit to NDI is securely stored in a location in the United Kingdom. This is necessary in order to process the information and to send you the information you have requested. Information submitted by you may be transferred by us to our other offices and to other reputable third party organisations, which may be situated outside the European Economic Area, including to countries that do not have data protection laws. By submitting your personal data, you agree to this transfer, storing or processing.

Your rights

NDI is committed to delivering the rights that the Data Protection Act 2018 and Privacy and Electronic Communications Regulations provide to individuals. Amongst these are:

- the right to object to your personal information being used for direct marketing. We will give you the ability to object to this, and where required we will ensure we obtain your consent before undertaking any direct marketing activity. You can exercise your right to prevent such processing by completing certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at the address set out below
- the right to request a copy of the personal information NDI holds about you. To do this, please write to us at the following address with full details of what you require: Chris McManus, Data Protection Officer, NDI Insurance & Reinsurance Brokers Ltd, 9th Floor, Norfolk Tower, 48-52 Surrey Street, Norwich, NR1 3PA. Please enclose a cheque or postal order for £10 payable to NDI Insurance & Reinsurance Brokers Ltd.

Errors and omissions

If you believe that there may be an error in any of the information that you have provided to NDI, please email: info@ndiinsurance.co.uk. We undertake to review your records as soon as possible.

Third party rights

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites. NDI does not accept responsibility for the privacy policies or the content of such other sites.

Your acceptance of these terms

By using this site, you consent to the collection and use of this information by NDI and to the NDI Privacy Policy. If we change our privacy policy in any way, we will post these changes on this page. Please email any questions, concerns, comments or complaints you have about this privacy policy to the Data Protection Officer, Chris McManus - chris@ndiinsurance.co.uk or write to us at NDI Insurance & Reinsurance Brokers

Ltd, 9th Floor, Norfolk Tower, 48-52 Surrey Street Norwich, NR1 3PA. Alternatively, please contact the Information Commissioners Office at <https://ico.org.uk>.