



QuickCover

PRIVACY POLICY

CONTACT US:
02039 836 570

Mon to Fri 09:00 – 18:00

Saturday 11:00 -16:00

Sunday closed

customerservices@quickcover.co.uk

This Website www.quickcover.com is owned by SDF Services LTD T/A QuickCover. QuickCover (“us”, “we” or “our”) take the handling of your personal information seriously. This privacy policy explains how we may use information we collect about you. We ask that you please read this privacy policy carefully as by accessing the Website you confirm to have understood and agreed to it.

WHAT WE DO WITH YOUR INFORMATION

At QuickCover we want to reassure you that we use your information both responsibly and securely to provide you with the best possible service. Below we explain what we do with your information and your rights to your information. If you would like any further details you can get in touch with us using the contact details below or visit our website (www.quickcover.com).

USING YOUR INFORMATION

QuickCover (“we”) is the “data controller” of your information. We process two sets of information about you, “Personal Information” (your name, address, contact and payment details) and the “Goods Information” you provide to register your appliance or device (your name, address, contact and goods details). We’ll use your information: (i) as necessary to fulfil our contract with you (including to recover any amounts owing); (ii) for our legitimate interests in: undertaking marketing (about our products and services and those of our third party partners) by post, telephone, email and/or other electronic messaging services; market research; customer surveys; printing services; checking and verifying your identity and contact details; recording your conversations for training, quality and compliance purposes; and for analytics and profiling for marketing purposes; and (iii) where required to do so by law. We may also ask for your consent to some uses of your information.

SHARING YOUR INFORMATION

From time to time your Personal Information and Goods Information may also be shared with other members of QuickCover, and with companies acting on our behalf or providing services to us (e.g. the companies we use to carry out repairs, IT & mailing services, storage of paper records and telecommunications).

TRANSFERRING YOUR INFORMATION

In exceptional cases, we may transfer your information to the countries outside the European Economic Area (including the US) which may not have data protection laws which provide the same level of protection as provided in the UK. We have put in place Model Clauses as an appropriate safeguard to ensure that such information is adequately secured and protected and that such transfers meet the requirements of applicable data protection law.

KEEPING YOUR INFORMATION

We keep your personal information for six years after you terminate your agreement. Your goods information we keep for a bit longer, normally 10 years (the average life of an appliance) for health and safety. We also keep your information to send you marketing that you might be interested in, unless we receive a request from you to opt-out of marketing.

RIGHTS TO YOUR INFORMATION

By writing to the Data Protection Officer using the contact details provided below, you have the right to ask us:

- for a copy of the personal information we hold about you
- for a copy of the personal information you provided to us to be sent to you or a third party in a commonly used, machine readable format
- to update or correct your personal information to keep it accurate
- to delete your personal information from our records if it is no longer needed for the original purpose; and
- to restrict the processing of your personal information in certain circumstances

And you may also:

- object to us processing your personal information – in which case we will either agree to stop processing or explain why we’re unable to; and

where we rely on your consent, withdraw that consent at any time.

Please note that the above rights are not absolute and certain exemptions apply to them. You can also make a complaint to the Information Commissioner (www.ico.org.uk) if you feel your personal information has been mishandled.

MARKETING

We, along with other members of QuickCover may use your information to tell you about any offers, products or services which may be of interest to you. We may contact you by post, telephone, email and/or other electronic messaging services. To change your marketing preference let us know by emailing info@quickcover.com or by writing to us using the contact details provided below.

CONTACT DETAILS

If you need to contact us about your information or your information rights, or to see a copy of our Model Clauses, please write to info@quickcover.com and we'll be happy to help you.