



DWA CLAIMS LTD

www.dwaclaims.co.uk Company Registration 06657506 VAT Reg No 938 7156 84

Maindell
North Wallington
Hants
PO16 8TJ
Tel 0333 321 6290
enquiries@dwaclaims.co.uk

Our Privacy Notice

DWA Claims takes your privacy very seriously. In line with new legislation, we have reviewed our Data Protection Policy and have issued this Privacy Notice.

DWA are committed to protecting the privacy of our clients and the visitors to our website. We do not sell or trade contact details with other companies for marketing purposes and we will only share the necessary information for other organisations, (such as, insurers, other claims companies, engineers, solicitors and licensing departments of your local authority - if applicable), to help deal with your claim.

Types of Data We Collect

Website Cookies:

DWA uses a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the website. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Claims Handling Information:

When you register a claim with us, we may receive your personal information over a telephone call or email from your representative. This will consist of your name, address, email, telephone number, date of birth, the full details of your accident and the vehicle you were driving at the time, along with copies of a number of your personal documentation, (such as licenses, ID, vehicle documents).

All of this data is necessary for us to process your claim and will be securely stored at DWA on our server.

We will only provide the necessary information to other organisations who will be assisting to deal with your claim. These other organisations are also governed by the new Data Protection legislation and DWA remain in control of your data and how it will be used.

We will only retain this data for the statutory required amount of time which is 6 years from your accident date. After this time any paperwork will be shredded and the electronic data will be deleted from our server.

Your Right to Access Your Personal Information, Withdraw Consent and Lodge a Complaint

You are entitled to view, amend or delete the personal information we hold. Email your request to our Data Protection Officer, Corrina Potter at corrina@dwaclaims.co.uk.

You are also entitled to lodge a complaint with the supervising authority, the Information Commissioner's Office, (ICO). They can be contacted on 0303 123 1113 or you can view their website for further details at <https://ico.org.uk/concerns/>

Changes to this Privacy Notice

DWA last reviewed this Privacy Policy in April 2018 and it will be reviewed every 3 years thereafter.