

# WHAT WE DO WITH YOUR INFORMATION

Domestic & General (D&G) and Marks Electrical 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.

## Using your information

Domestic & General and Marks Electrical are "joint data controllers" with respect to your data for the purpose of marketing Domestic & General policies on Marks Electrical website. If you wish to contact Marks Electrical about your information or your information rights, please write to: Marks Electrical Ltd. 4 Boston Rd Leicester LE4 1AU or [privacy@markselectrical.co.uk](mailto:privacy@markselectrical.co.uk). Alternatively, if you wish to contact Domestic & General, please refer to the section "Contact Details" below. Your details will be shared with Domestic & General for the purpose of providing extended warranties where you choose to checkout with a plan.

For all other information about how Domestic & General processes your data as a "data controller" please refer to the information given below, or visit our website ([www.domesticandgeneral.com](http://www.domesticandgeneral.com)).

Domestic & General Services Limited (for service, maintenance and support plans) and/or Domestic & General Insurance PLC (for insurance policies) is the "data controller" of your information. Domestic & General Services Limited and/or Domestic & General Insurance PLC (as appropriate, henceforth "D&G" or "we") process two sets of information about you, "Personal Information" (your name, address, contact and payment details and health data) and the "Goods Information" you provide to register your appliance or device (your name, address, contact and goods details). D&G will use your information:

(i) As necessary to enter into a contract with you (including the use of automated decision making in regards to fraud detection, prevention and risk scoring);

As necessary to fulfil our contract with you (including to recover any amounts owing);

D&G may also process information concerning your health where you choose to provide it and will use this information only as necessary to fulfil our contract with you.

(ii) For our legitimate interests in:

- registering your appliance or device,
- undertaking marketing (about our products and services and those of our third party partners) by post, telephone, email, online platforms and/or other electronic messaging services including social media;
- market research;
- customer surveys;
- printing services;
- checking and verifying your identity and contact details;
- recording your conversations for training, quality and compliance purposes;
- for analytics, modelling and profiling for marketing and pricing purposes; and
- detecting and preventing crime, including fraud.

(iii) Where required to do so by law.

(iv) D&G may also ask for your consent to some uses of your information. To help us serve you in a way that's sensitive to your individual needs, D&G may with your consent collect and use information about life circumstances that could need extra support, such as an urgent repair. The information might for example relate to a disability or health condition, or you might be caring for someone or going through a life event. Providing this information is entirely optional, to help us offer you the best possible service and will not be used for any other purpose – this is in line with our regulatory obligations.

## Sharing your information

From time to time your Personal Information and Goods Information may also be shared with other members of the Domestic & General Group of Companies (Domestic & General Insurance or Services and other future members of the Group whose details we will notify to you ("Group")), where applicable with Marks Electrical Ltd which

is the subject of your protection policy 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). Marks Electrical will process your Personal Information in accordance with their privacy policy.

## International transfers of your information

D&G may transfer your information to countries (including the US and South Africa) which may not have data protection laws which provide the same level of protection as provided in the UK. Where this occurs D&G use approved 'Standard Contractual Clauses' as an appropriate safeguard to ensure that such information is adequately secured and protected.

## Keeping your information

D&G keep your Personal Information for six years after you terminate your plan so that we can deal with any claims. Your Goods Information we keep for a bit longer, normally 10 years (a reasonable expectation of average product ownership) for health and safety. D&G 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 D&G 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;
- contact us to in relation to a decision based solely on automated processing (including profiling) necessary for entering into a contract with us, to express your point of view and to contest the decision; 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](http://www.ico.org.uk)) if you feel your personal information has been mishandled.

## Marketing

D&G, along with other members of our Group 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 [marketingpreferences@domesticandgeneral.com](mailto:marketingpreferences@domesticandgeneral.com) or by writing to us using the contact details provided below.

Please note that it can take a little while for all marketing to stop once you either change your preferences or tell us you'd like to opt out of marketing. This is because some marketing may have been identified as relevant to your interests and may already be in transit, it cannot therefore be immediately stopped.

## Contact Details

If you need to update your details please contact our Customer Service team via contact form (<https://www.domesticandgeneral.com/content/contact-domestic-general>).

If you need to contact D&G about your information or your information rights, or to see a copy of our Standard Contractual Clauses, please write to: Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP or [dataprotection@domesticandgeneral.com](mailto:dataprotection@domesticandgeneral.com) and we'll be happy to help you.