

UK GDPR Privacy Notice

Catalina companies are committed to protecting personal data which is collected, held/stored and processed for various Insurance Purposes explained below. This Notice provides information regarding all relevant UK companies namely: Catalina London Limited, Catalina Worthing Insurance Limited, AGF Insurance Limited and Catalina Services UK Limited (collectively “Catalina UK”) – full details at the bottom of this Notice.

Personal Data – what do we mean by that?

The processing of Personal Data is governed by the Data Protection Act 2018 that adopts the terms of the EU’s General Data Protection Regulation 2016/679 ("GDPR") as is now referred to as the UK GDPR. ‘Personal Data’ means data which relates to a living person who may be identified directly or indirectly from that data.

What categories of Personal Data are processed?

Catalina UK will typically process the following categories of Personal Data that you supply to us (see list below) or which we collect:

- information which identifies you, in particular by reference to a name, an identification number, location data, or a combination of such information including your address, email/telephone details, gender, date of birth, marital status, next-of-kin, passport number, driving licence number, bank account details or other financial information, employment details, prior claims history, financial crime checks; and
- sensitive or “special categories” of personal data which reveal information about your health status, including your physical or mental health and the provision of health care services.

The legal basis and for processing your Personal Data for Insurance Purposes

Processing is necessary for the purposes of pursuing our legitimate business interests so that we may comply with our contractual and regulatory insurance obligations. Such Insurance Purposes includes:

- administering an insurance contract;
- administering insurance claims under an insurance contract;
- making decisions over insurance claims which we could not otherwise reach;
- to prevent insurance fraud;
- exercising a right, or complying with an obligation, arising in connection with an insurance contract, including a legal right or obligation;
- to communicate with you for the above purposes; and
- statistical analysis in the ordinary course of our regulated insurance business administration.

We retain your Personal Data

We will keep your Personal Data only for so long as is necessary and for the purposes for which it was originally collected. In particular, for so long as there is any possibility that either you or we may wish to bring a legal claim under the insurance policy or where we are required to keep your personal data due to legal or regulatory reasons.

Sources of Personal Data

We receive Personal Data from you and your representatives. We or our specialist external claims managers, solicitors, loss adjusters may also collect Personal Data relevant to your claim from the following public and non-public sources for Insurance Purposes:

- Medical experts that we retain and who you submit to for medical tests;
- Other insurers' including national Insurance fraud databases;
- Government agencies such as DWP;
- Medical facilities who may have provided treatment (hospitals, hospices etc.);
- The Press;
- Private investigators (where appropriate and in strict compliance with the law); and
- Financial Sanctions lists.

Sharing of your Personal Data

All your Personal Data will be treated as strictly confidential but we may share the Personal Data you send us and that which we collect about you with:

- one of our firms of specialist external claims handlers;
- a firm of solicitors;
- financial crime agencies;
- our reinsurers (who, in effect, we buy insurance from) in the normal operation of our insurance business administration; and
- amongst other members of the Catalina Group of Companies (see below "Transfers outside the EEA"), who will process your Personal Data on our behalf and keep it safe as if it remained with us.

Transfers between Catalina Group entities

There may be times when it is necessary to transfer your personal data to another Catalina Group entity. In the course of such transfers we always ensure that the rights of the data subject (the person providing the data) are honoured and have the same level of protection as you may expect in the UK. This is controlled and subject to legally binding agreements between the Catalina Group of companies.

Transfers outside the European Economic Area ("EEA")

The vast majority of your Personal Data is stored securely and backed-up within our office located in the United Kingdom. In June 2021, the European Commission adopted an adequacy

decision for the United Kingdom under GDPR which means organizations in the EU can continue to transfer personal data to organizations in the UK without restriction. Following the UK's departure from the EU, the country has incorporated the GDPR into UK law, in the form of the UK GDPR. Accordingly, the UK's data protection regime closely mirrors that of the EU, implementing the principles, rights and obligations of the GDPR. In some instances, your data may also be transferred to a destination outside the EEA for short term processing, or longer-term back-up in the ordinary course of our EEA business continuity / disaster planning, and always under our strict control and subject to high standards of data security.

[Who holds your personal data](#)

Please note that as a result of a change in the structure of the Catalina UK companies by way of a "Part VII" process the assets and liabilities of Catalina London Limited and AGF Insurance Limited were transferred to Catalina Worthing Insurance Limited as of the 30thst November 2022. Any personal data provided to and retained by Catalina London Limited and AGF Insurance Limited is now the responsibility of Catalina Worthing Insurance Limited. For further information see below.

[Enquiries/ Requests](#)

If you have any questions in relation to our use of your Personal Data, these should be directed to the UK Head of Compliance. Under certain conditions, you may have the right to require us to:

- Provide you with further details on the use we make of your personal data/special category of data;
- Provide you with a copy of the Personal Data that you have provided to us;
- Update any inaccuracies in the Personal Data we hold;
- Delete any special category of data/ Personal Data that we no longer have a lawful ground to use;
- Object to any processing based on legitimate interest grounds unless our reasons for undertaking that processing outweigh any prejudice to your data protection rights; and
- Restrict how we use your personal data whilst a complaint is being investigated.

United Kingdom

UK Head of Compliance
Catalina Services UK Limited,
1 Alie Street, 1st Floor,
London,
E1 8DE
United Kingdom
GDPR@catalinare.com

In certain circumstances, we may need to restrict the above rights in order to safeguard the public interest (e.g. the prevention or detection of financial crime) and our interests (e.g. the maintenance of legal professional privilege).

If you are not satisfied with how your query or complaint has been resolved, you have the right to raise the matter with the Office of the UK Information Commissioner's Office.

The Catalina UK companies comprises of:

- Catalina Services UK Limited, registered in England and Wales, registered number 398628; Registered office: 1 Alie Street, London E1 8DE;
- Catalina London Limited, registered in England and Wales, registered number 1531718 (authorised by the PRA to conduct insurance business, FRN 202653);
- AGF Insurance Limited, registered in England and Wales, registered number 00661294 (authorised by the PRA to conduct insurance business, FRN 202733);
- Catalina Worthing Insurance Limited, registered in England and Wales, registered number 05965916 (authorised by the PRA to conduct insurance business, FRN 468832);
- Catalina Holdings UK Limited, registered in England and Wales, registered number 3726869;(authorised by the FCA to conduct insurance business, FRN 958520).

Note: As the result of a Court approved "Part VII" arrangement the assets and liabilities of Catalina London Limited and AGF Insurance Limited have been transferred to Catalina Worthing Limited, full details of which can be obtained on the following link: <http://www.catalinaworthing.co.uk/PartVII.html> It is planned that Catalina London Limited and AGF Insurance Limited will no longer be regulated and those companies be closed in due course. Catalina Worthing Insurance Limited will assume responsibilities for all matters relating to those companies including personal data.