



Privacy Statement v 1.3

Context and Overview

This notice will take effect from 25/05/2018

Burke Insurances Ltd. is committed to protecting and respecting your privacy.

It is the intention of this privacy statement to explain to you the information practices of Burke Insurances Ltd. in relation to the information we collect about you and other users. This statement is re-affirmation by Burke Insurances Ltd to protect rights and privacy of individuals in accordance with the General Data Protection Regulation.

Please read this Statement carefully as this sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Who are we?

Burke Insurances Ltd. is an Insurance Broker based in Galway city and have been operating for over 50 years. Burke Insurances Ltd. is regulated by The Central Bank of Ireland (Registered number with The Central Bank of Ireland 5389) and is subject to its code(s) of conduct which Burke Insurances must comply with. This code can be viewed at www.centralbank.ie.

Our Data Protection Officer and data protection representatives can be contacted directly here:

- info@burkeins.ie
- 091 563 518

Why do Burke Insurances Ltd. need to collect and store personal data?

In order for us to provide you with General Insurance related services we need to collect certain personal data so that the insurance companies we work with can process the relevant request. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes Burke Insurances Ltd. would contact you for additional consent.



How will Burke Insurances Ltd, use the personal data it collects about me

Burke Insurances Ltd. will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

Burke Insurances Ltd. is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual, legitimate business needs.

Under what circumstances will Burke Insurances Ltd. contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

We will also ensure that our contact with you is subject to the regulations set out in the Central Bank of Ireland's Consumer Protection Code 2012.

Why are we processing your data? Our legal basis –

Our reasons and purposes for processing your personal data are:

- General provision of insurance products (performance of a contract).
- That we have a legitimate business interest in doing so for providing general insurance services
- Provision of renewal services in respect of general insurance products.
- To undertake advertising, marketing, direct marketing and public relation exercises.
- To perform accounting and other record-keeping functions.
- To undertake research and statistical analysis in relation to products offered and customers serviced.
- To help detect and prevent crime



- Disclosure to regulatory bodies for the purposes of monitoring and/or enforcing Burke Insurance's compliance with any regulatory rules/codes.

Special Categories of personal data

If we collect any special categories of personal data (e.g. health, religious beliefs, racial, ethnic origin – financial information is not classified as special categories of personal data) – we will ensure the below

- we will obtain your explicit consent
- ensure the personal data is necessary for employment rights or obligations;
- protect the vital interests of the data subject, including the protection of rights and freedoms;
- necessary for the legitimate activities with appropriate safeguards;
- personal data made public by the data subject;
- legal claims;
- substantial public interest;
- preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, provision of health or social care treatment, or management of health and social care systems and services, under the basis that appropriate contracts with health professionals and safeguards are in place;

Who are we sharing your data with?

We may pass your personal data on to insurance companies while we are in the process of carrying out the activities mentioned previously. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide on your behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with their own GDPR compliant procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise

If we transfer personal data to a third party or outside the EU we as the data controller will ensure the recipient (processor or another controller) has provided the appropriate safeguards and on



condition that enforceable data subject rights and effective legal remedies for you the data subject are available.

Data Subjects Rights

Burke Insurances Ltd. facilitate the data subject's rights in line with the data protection policy and the subject access request procedure. This is available on request.

Your rights as a data subject:

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Burke Insurances Ltd. refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain



Additional information we are providing you with to ensure transparency and fairness in our processing

Retention of your personal data

Data will not be held for longer than is necessary for the purpose(s) for which they were obtained. Burke Insurances Ltd. will process personal data in accordance with our retention schedule. This retention schedule has been governed by the Central Bank of Ireland and our internal governance

Telephone Recordings

We may record telephone calls, both too and from this office, for training, verification and regulatory purposes.

Cookies

A cookie is a simple text file stored by the browser on your computer at the request of our server and only that server will be able to retrieve or read the contents of that cookie. We record visits to our website and use browser cookies in order to monitor your progress through our site, although we do not store your personal data in browser cookies. This information is used by us to measure the performance of the site and to generate other statistics about visitors to our web site in general. We may also use this data to make the site easier and more convenient to use

Withdraw consent

If we are relying on your consent to process your data you can withdraw this at any time, unless this contravenes any legal/regulatory requirement. Your withdrawal of consent does not affect the lawfulness of processing based on your consent before its withdrawal.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Organisation Name (or third parties as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Organisation Name's data protection representatives Data Protection Officer.



Failure to provide further information

If we are collecting your data for a statutory requirement (payroll) or to fulfil a contract (life policy or motor insurance policy) and you cannot provide this data the consequences of this could mean the contract cannot be completed or details are incorrect.

Responsibilities

The Data Protection Officer is responsible for ensuring that the privacy notice(s) is correct and that mechanisms exist such as having the Privacy Notice(s) on Burke Insurances Ltd.'s

website to make all data subjects aware of the contents of this notice prior to Burke Insurances Ltd. commencing collection of their data.

All staff that need to collect personal data are required to follow this procedure.

Questions Regarding the Privacy Statement and Conditions of Use

If you have any questions about our Privacy Statement and Conditions of Use, or any concern about privacy at the Burke Insurances Ltd. or the use of this site in general, please contact us by e-mail at info@burkeins.ie

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.