

The Convey Choice website is owned and provided by Convey Choice Limited (registered in England and Wales with company number 03990674) whose registered office is 17 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4UA

Convey Choice Limited take your privacy seriously. This Privacy Policy explains how we will use information about you and the steps we take to ensure your information is kept secure and confidential. *It should be read together with our [Terms of Use](#).*

Please read this Privacy Policy carefully. If you use any of our services, which are described in the Terms of Use ("Services"), you will be regarded as having read and accepted this Privacy Policy. You must not use this Website or our Services if you do not accept this Privacy Policy.

Convey Choice (Company number 03990674) is the data controller under the General Data Protection Regulation and the Data Protection Act 2018 in relation to the processing of your personal data in connection with the Services. Our registered address is 17 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4UA. If you have any queries relating to our use of your personal data or any other related data protection questions, please contact our Data Protection Officer at info@conveychoice.co.uk.

The information we collect

We collect personal information about you when you give this to us in the course of registering for and/or using our Services. In the course of providing the Services to you, we may also store information about how you use our Website, for example, the pages viewed, the website from which you came to visit our Website, changes you make to information you supply to us, details of the quotes you request and your transactions, together with details of your financial information, for example, bank account or payment details.

Telephone calls that you make to our customer services help line on 0117 95 95 100 may be monitored and/or recorded. This will help us to train our staff and improve our service to you.

We will periodically review your personal information to ensure that we do not keep it for longer than is permitted by law.

Purposes for which we use information about you

We and other members of the Convey Choice Group may use your personal information for the following purposes:

- a. To enable you to access and use the Services; and/or
- b. To personalise and improve aspects of our overall service to you and our other users, as well as carrying out research such as analysing market trends and customer demographics; and/or
- c. To communicate with you, including sending you information about products and services which we think may be of interest to you and/or
- d. To process a transaction between you and a third party.

Passing on information about you

As part of using our Services you consent to us disclosing your personal information to the following parties:

- a. Third parties, including but not limited to companies whose products or services are included on our website with a view to providing you with an online quotation for the product and/or service requested by you. When these companies use your data in this way, they will be acting as data controllers of your information and therefore you should view their privacy policies or contact them directly for further information. For further information about these third parties, please contact us at info@conveychoice.co.uk. Some third parties with which we share your information may use it to carry out research such as analysis of market trends and customer demographics and to customise and develop the product/service which they offer to you or other individuals in the future.
- b. The Financial Conduct Authority and/or other regulatory/governing bodies for the purposes of compliance monitoring;
- c. Selected other third parties whose products, services or other offers we believe may interest you (see our section on **Keeping you informed about offers and services** below);

This is an important document which we would urge you to keep in a safe place for future reference.

- d. If you use our Services to search for and compare insurance products, the information you provide may be used to carry out certain credit checks through licensed credit-referencing agencies. This is used as part of the underwriting process for some of the insurance providers and a record of this search will be made although this will not adversely affect your credit profile.

Where permitted by data protection and privacy law, we may also disclose information about you, or access your account:

- a. If required or permitted to do so by law; and/or
- b. If required to do so by any court, the Financial Conduct Authority, the Office of Fair Trading or any other applicable regulatory, compliance, Governmental or law enforcement agency; and/or
- c. If necessary, in connection with legal proceedings or potential legal proceedings; and/or
- d. In connection with the sale or potential sale of all or part of our business or the company.

If we reasonably believe false or inaccurate information has been provided and fraud is suspected, details may be passed to fraud prevention agencies to prevent fraud and money laundering.

DATA PROCESSING – PORTAL USERS

Where you use the portal on our websites or otherwise provide us with personal data relating to your own clients in order for us to provide you with products and services tailored to your own client's needs and in relation to their conveyancing transaction, it is your responsibility to ensure that you have obtained appropriate consent or provided appropriate privacy notice information to your own to enable you to share their data with us. You would usually do this as part of your own client engagement process.

In the limited instance above where you input Own Client Data into the portal directly or where you provide Own Client Data to us by another agreed method you agree that you are the Controller and we are the Processor and this relationship is governed by the provisions:

1. It is your responsibility to ensure that your use of Own Client Data through Data Input has been collected from your Own Client in accordance with the Data Protection Legislation.
 - 1.1 In relation to Own Client Data processed by us we shall ensure that:
 - a. We take reasonable steps to the reliability and integrity of any Personnel who have access to Own Client Data and ensure that they are aware of and comply with our duties, are subject to appropriate confidentiality undertakings with us or any Sub-processor, are informed of the confidential nature of the Own Client Data and do not publish, disclose or divulge any of the Own Client Data to any third party unless directed in writing to do so by you.
 - b. at your written direction, delete or return Own Client Data (and any copies of it) to you on termination of our agreement with you unless we are required by Law to retain it. We may delete Own Client Data systematically at earlier intervals in line with our Retention Policy which can be provided on request.
 - 1.2 As Processor we shall notify you immediately if we:
 - a. receive a Data Subject Access Request (or purported Data Subject Access Request);
 - b. receive any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - c. receive any communication from the Information Commissioner or any other regulatory authority in connection with Own Client Data processed.
 - d. become aware of a Data Loss Event.

- 1.3 You acknowledge and agree that in the course of providing services to you we use third parties to provide us with certain reports and services and in some instances this requires us to share Own Client Data with these third parties.

Keeping you informed of offers and services

You agree that we and other trusted third parties shall be entitled to advise you via e-mail, post, telephone or by text of products, services and other offers we think may interest you. For example, we may e-mail you letting you know how you could save money by changing products and services.

Whenever you provide us with personal information, we will give you an opportunity to tell us you do not consent to us and others using and sharing your information for marketing purposes. Unless you tell us otherwise, you are consenting to such uses.

Any electronic marketing communications we send you will include clear and concise instructions to follow should you wish to unsubscribe at any time. Should you no longer wish to be contacted by us, you can advise us at any time by contacting our Customer Services team on 0117 95 95 100 (lines are open Monday to Friday 9.00 to 5.15) or by sending an email to info@conveychoice.co.uk.

You can also ask us at any time to stop passing your information to third parties for marketing purposes, which we will do. Such a request may result in us ceasing to offer the Services to you.

If you no longer wish to be contacted by third parties for marketing purposes, please follow the instructions in their marketing communications, or consult their privacy policies for further information about unsubscribing.

Improving our Service to you

In order to ensure the Services we provide you continue to meet your needs we may ask you for feedback on your experience of using the website. Any feedback you provide will only be used as part of our programme of continuous improvement and will not be published on the website.

Cookies

A cookie is a very small text file placed on your computer. Cookies help us to:

- a. Understand browsing habits on this Website;
- b. Understand the number of visitors to this Website and the pages visited; and
- c. Remember you when you return to this Website so we can provide you with access to previously saved quotes.

Most cookies are deleted as soon as you close your browser, these are known as session cookies. Others, known as persistent cookies, are stored on your computer either until you delete them or they expire. The cookie used to keep you signed in to your account expires after 90 days. Every time you visit moneysupermarket.com, you will be kept signed in for a further 90 days. By using this Service, you consent to us using cookies.

You can choose to block or delete cookies through your browser settings. If you decide to block or delete our cookies, you will not be able to benefit from the full range of our Services and this may affect the performance of our website on your system.

Security

Our website is covered by a secure certificate, your security is very important to us. However, no data transmission over the internet can be guaranteed to be totally secure. Sensitive information, for example, your credit card details, is encrypted to minimise the risk of interception during transit. However, whilst we strive to protect your personal information, we cannot ensure or warrant the security of any information which you send to us, and you do so at your own risk. The Terms of Use also explains your obligation to keep secure any username and password which you create when registering for the Services.

Your Rights

This is an important document which we would urge you to keep in a safe place for future reference.

You have certain rights under the Data Protection Act 2018. For example, in accordance with the Data Protection Act 2018 we will always let you have a copy of the personal information we have about you, if you request it from us in writing. The law allows us to charge you a £10 fee for a copy of such information and we may do so.

Your responsibility for the information you provide

You may complete a registration process as part of your use of this Website which may include the creation of a username, password and/or other identification information. Any username, password and/or other identification information must be kept confidential by you and must not be disclosed to, or shared with, anyone. As explained in our Terms of Use, where you do disclose to or share with anyone your username, password and/or other identification information, you are solely responsible for all activities undertaken on this Website using your username, password and/or other identification information.

You must check and ensure that all information, content, material or data you provide on this Website is correct, complete, accurate and not misleading and that you disclose all relevant facts.