

# Privacy Notice: US Policyholder Enquiries

**Effective date** 01 February 2019

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## **1 Introduction**

This notice describes how the Society of Lloyd's (**Lloyd's**) (also referred to herein as "we" or "us") collects, uses, shares and retains the personal information you provide when you make an enquiry relating to your policy. Lloyd's is committed to ensuring that any personal data it receives is protected and handled in accordance with applicable data protection laws.

## **2 Who we are**

**Lloyd's** is incorporated by Lloyd's Acts 1871 whose principal place of business is at One Lime Street, EC3M 7HA, London, United Kingdom.

## **3 What personal information we collect about you and how we use it**

The personal information we collect, which we need to provide an informed response to your enquiry, includes the following: your name, contact details, details of your insurance policy together with any additional personal details required to assist you with your enquiry. We use this personal information to respond to your enquiry and to reference in regard to our prior communications with you should you wish to contact us again.

## **4 With whom we share your personal information**

We share the personal information you provide for purposes of our responses to your enquiries within the Lloyd's group (including our various Lloyd's offices and Lloyd's subsidiary offices), and with any of our service providers whose input may be needed or helpful to us in responding to your enquiries.

To help manage our business and deliver services we may share your personal information with third party service providers such as IT suppliers, document management providers and others. We require all our service providers to respect the confidentiality and security of personal data. Finally, we may be under legal or regulatory obligations to share your personal data with courts, regulators and law enforcement bodies.

## **5 How long we keep your data**

We will retain your personal information for as long as is reasonably necessary to fulfil the relevant purposes for which we collect it, as set out in this Privacy Notice.

The retention period will primarily be determined by relevant legal and regulatory obligations and/or the duration of our business relationship with you, your employer or another associated party. We maintain and update regularly our data retention policy with a detailed retention schedule.

We will delete or erase your personal information if there is no valid business reason for retaining your data. In exceptional circumstances, we may retain your personal information for longer periods of time if we reasonably believe there is a prospect of litigation, in the event of any complaints, or if there is another valid business reason to believe the data will be needed for a longer period.

## **6 Contacting us about this Policy**

If you have any questions relating to data protection, please inform your usual Lloyd's contact or our Data Protection Officer:

### **Data Protection Officer**

Lloyd's  
1 Lime Street  
EC3M 7HA, London, UK

Email: [data.protection@lloyds.com](mailto:data.protection@lloyds.com)