

Privacy Notice: Lloyd's Bridge

Effective date 9 July 2018

1 Introduction

This Privacy Notice applies to all individual users of the Lloyd's Bridge Platform. This notice describes how Lloyd's collects, uses, shares and retains the personal information you provide and informs you about your choices regarding use, access and correction of your personal information. Lloyd's is committed to ensuring that any personal data it receives is protected and handled in accordance with applicable data protection laws.

For the purposes of this Privacy Notice, references to "we", "us" or "our" shall refer to Lloyd's.

2 Who we are

The Society of Lloyd's (**Lloyd's**) incorporated by Lloyd's Act 1871 whose principal place of business is at One Lime Street, EC3M 7HA.

The **Lloyd's Bridge Platform** is an electronic platform designed to facilitate communication between Lloyd's coverholders and prospective Lloyd's coverholders, brokers and managing agents which have shared business interests (each a "**User**"). The data is input by Users with a view to matching underwriting appetite between Lloyd's underwriters and coverholders.

3 What personal information we process about you

We will process the personal information that you provide to us and/or the User or any person acting on behalf of a User and/or which you record when using the Platform, which may include all or some of the following:

- **Identity Data** includes first name and last name
- **Contact Data** includes your business address, business email address and business telephone numbers
- **Technical Data** includes internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Platform
- **Profile Data** includes your username and password, and Platform preferences
- **Usage Data** includes information about how you use our Platform, products and services
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and your communication preferences.

4 Why we collect your personal information and the lawful basis for processing

We will collect information from and about you directly when you use the Platform. Information about you may also be provided to us indirectly by a User or a person acting on behalf of a User.

As you interact with our Platform, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal information by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other platforms employing our cookies. Please see our cookie policy for further details.

We need to process Identity Data, Contact Data and Profile Data in order to operate and register Users on the Platform. We also use Identity Data and Contact Data to manage our relationship with our Users (e.g. to notify Users about material changes to or technical issues with the Platform) and to provide support.

We will use your personal data where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

5 Who we are sharing your data with

We may share your personal information with:

- Lloyd's Country Managers who work for Affiliates of Lloyd's in jurisdictions outside the UK
- Microsoft Limited, for the purpose of hosting the Platform
- Sendgrid Inc. in respect of the processing of automated email messages in relation to your use of the Platform
- Users' data will be shared with other Users following the matching process through the Platform.

6 How long we keep your data

We will retain your personal information for as long as is reasonably necessary to fulfil the relevant purposes 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 securely delete or erase your personal information if there is no valid business reason for retaining your data. In most cases, we will delete your personal information within 30 days of the account closure. 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 there is another valid business reason the data will be needed for a longer period.

7 International transfers

From time to time we may need to share your personal information with Lloyd's subsidiaries that may be based outside of the European Union. We may also allow our service providers, who may be located outside the EU, access to your personal information. We may also make other disclosures of your personal information overseas, for example if we receive a legal or regulatory request from a foreign law enforcement body.

We will always take steps to ensure that any international transfer of information is carefully managed to protect your rights and interests:

- We will only transfer your personal information to countries which are recognised as providing an adequate level of legal protection or where we can be satisfied that alternative arrangements are in place to protect your privacy rights.
- Transfers within Lloyd's overseas offices will be covered by standard contractual clauses, adopted by the European Commission which gives specific contractual protections designed to ensure that your personal information receives an adequate and consistent level of protection.
- Transfers to service providers and other third parties will always be protected by contractual commitments and where appropriate further assurances.
- Any requests for information we receive from law enforcement or regulators will be carefully checked before personal information is disclosed.

Information relating to the safeguards in place for all international transfers can be obtained by writing to the DPO, whose details can be found in section 9.

8 Your rights

You have certain rights as an individual which you can exercise in relation to the information we hold about you. If you make a request to exercise any of your rights we reserve the right to ask you for proof of your identity. We aim to acknowledge your request as soon as possible.

You have the following rights:

The right to access

You are entitled to confirmation as to whether we are processing your data, a copy of your data, and information about purposes of processing, who do we disclose it to, whether we transfer it abroad and how we protect it, how long we keep it for, what rights you have, where we got your data from and how you can make a complaint.

The right to rectification

If you believe the personal information we hold about you is inaccurate or incomplete you can request for it to be rectified.

The right to erasure

If you withdraw your consent, terminate a contract with us or you believe the personal information is no longer necessary for the purposes for which it was collected, you may request your data to be deleted. However, this will need to be balanced against other factors, for example there may be certain regulatory obligations which mean we cannot comply with your request.

The right to restriction of processing

You can ask us to restrict (i.e. keep but not use) your personal data, but only where:

- Its accuracy is contested, to allow us to verify its accuracy; or
- The processing is unlawful, but you do not want it erased; or
- It is no longer needed for the purposes for which it was collected, but we still need it to establish, exercise or defend legal claims; or
- You have exercised the right to object, and verification of overriding grounds is pending.

We can continue to use your personal data following a request for restriction, where we have your consent; to establish, exercise or defend legal claims; or to protect the rights of another natural or legal person.

The right to data portability

If we collected your information under a contract or your consent, you can request from us to transfer your personal information to provide it to another third party of your choice.

The right to object

You have the right to object at any time to processing of your personal data where processing is necessary for the performance of a task carried out in the public interest, or in the exercise of an official authority vested in the controller. You may also object where the processing is necessary for the purposes of the legitimate interests, except where such interests are overridden by your interests or fundamental rights and freedoms.

9 Contact details of the Data Protection Officer

If you have any questions relating to data protection that you believe we will be able to answer, please contact our Data Protection Officer:

Data Protection Officer

Lloyd's
1 Lime Street
EC3M 7HA, London

Email: data.protection@lloyds.com

10 Complaints

If you are not satisfied with our response or believe we are not processing your personal data in accordance with legal requirements you can make a complaint to relevant Data Protection Authority. Our Lead Authority within the European Union is the UK Information Commissioner's Office (<https://ico.org.uk/concerns/>).