



Third Party Data Protection Procedure (DPP)

Introduction

All personal information that comes into the possession of Claims Planet is treated as confidential and protected as such.

Scope

No customer personal information will be disclosed either orally, electronically, or in written format to anyone that is not authorised to have this. Information sharing agreements with 3rd Party Agents and Partner Organisation are defined per Contractor Agreement as follows:

- When we pass customer personal information onto you for your assistance with any claim inspection, survey or repairs, we insist that you protect our customer data at all times
- You must use this information only for the purposes of the initial contact and subsequent inspection, survey or repair of the customers items.
- You are to keep the data secure at all times and dispose of the data in an acceptable manner by shredding etc.

If for some reason you suspect that any of our Customer's Information has been become compromised in some way you must urgently and immediately notify Claims Planet at enquiries@claimsplanet.com, so that the situation can be risk assessed and addressed as soon as possible.

Should any changes in our Customer Information / Data Protection Policy or 3rd party Policy Procedure change, you will be notified via e-mail and asked to confirm you have read and understood the changes.

Defining Personal Information

The majority of Customer Information that Claims Planet hold relates to:

- Customer Name
- Customer Address
- Telephone Number(s)
- e-mails address
- list of damaged items with original or replacement cost values

Process

Whilst we do not consider the majority of this information to be confidential, as most of it is a matter of public record, the total of the individual aspect of personal information provide, when taken together, could potentially be considered confidential. For this reason, we insist that each piece of Customer information provided to us and 3rd party Agents be 'Safeguarded'.