



LifeQuote – Adviser Privacy Notice

Your data and what we use it for

'LifeQuote' is a trading name of Direct Life and Pension Services ('us'), who provide a life insurance quote and apply service for you.

If you decide to apply for LifeQuote services, you will be asked to provide personal details including details that are classed as "sensitive", such as any criminal convictions, in order that we may process your application.

How long we will keep your data for and how we will protect it

Once you have submitted an application, we will retain your personal data for one year where no contract is in force.

We will retain your personal data for a period of 50 years if a contract has been effected.

But, upon termination of a contract, we will delete all adviser sensitive data once 6 years has elapsed.

Data will be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Your data rights and our obligations to you

You may ask us for a copy of the information we hold about you. To request a copy of the information we hold, please contact us at the address below. This includes the transfer of information to another organisation if feasible.

If any information we hold is inaccurate, you may ask us to rectify any inaccuracy and we will inform any third parties to whom the data has been provided.

In specific circumstances, you can ask us to delete information we hold. You can also object to, or ask us to restrict, the processing of your data.

If you are unhappy with the handling of your personal data, you have the right to refer the matter to the Information Commissioners Office who will thoroughly investigate your concerns. They are contactable on 0303 123 1113 or go to www.ico.org.uk/concerns/handling for more information. Please however contact us in the first instance as we may be able to resolve the issue directly.



How to contact us

In the event of any queries, please contact us at:

Direct Life and Pension Services Ltd

Friars House

52a East Street

Chichester

West Sussex

PO19 1JG

or call 0800 652 9754

The LifeQuote/Direct Life and Pension Services Ltd Data Protection Officer is Ryan Mustchin, Head of Compliance and Agency.