

## **Privacy policy**

My pensiontransfer.com Limited ("we", "our" or "us") understand how important your privacy is and we take its security seriously. This Privacy Policy should be read in conjunction with our Terms and Conditions.

Please note that your use of our services will indicate your acceptance of this Privacy Policy and as having granted us the permissions set out below.

## **Data protection**

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### **1. Our Goal**

This policy has been developed because we want you to feel confident about the privacy and security of the personal data you enter on our website. We follow strict security procedures in the storage and disclosure of your information as required by law. Our security procedures mean that we may ask for proof of your identity before we will disclose personal data about you, or to you, be this on our website, via email, or over the telephone.

### **2. Data Controller**

The data controller is Gocompare.com Limited registered in England and Wales (Company number 5799376) and our registered address is Imperial House, Imperial Way, Newport, Gwent NP10 8UH.

### **3. Your right to know**

We comply with and are registered under the data protection laws in the United Kingdom and take all reasonable care to prevent any unauthorised access to your personal data. Under the terms of the Data Protection Act 1998 you have a number of rights. If you require a copy of the personal data we have concerning you, please email to the Data Protection Officer, at the registered email address above, there will be an administration fee of £20.00 made payable to mypensiontransfer.com. We are entitled to charge you this fee to cover our administrative costs.

### **4. Sensitive Personal Data**

We may, where it is necessary to provide you with our services, collect data from you which is considered as sensitive personal data under the Data Protection Act 1998, and pass that data to our insurance partners so that they can provide a quotation to you. Sensitive personal data may

take the form of criminal convictions or your medical history. By continuing to use our website you consent that you are happy for us to do this. If you are not happy, you may stop using our website at any time.

## **How else do we use your personal data?**

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### **1. Research**

We, our nominated sub-contractors, or other companies within the mypensiontransfer.com group of companies may use your personal data to carry out market research and statistical analysis, on a personalised or aggregated basis. This market research and statistical analysis may assist us (and any Mypensiontransfer.com group of companies) in improving our website and services offered to you or other individuals in the future.

### **2. Prevention of Fraud**

We will carry out analysis and research using your personal data in order to prevent or detect fraud. Where we feel it is appropriate to do so, we may share your personal data with the Insurance Fraud Bureau (IFB) and, if necessary, the police. Those bodies may utilise that data to investigate or combat fraud.

We contribute personal information regarding fraud, fraudulent behaviour and misuse to a number of databases and registers that have been set up to detect or prevent fraud. We will also provide personal data to our insurance partners, business partners and other third parties such as the police, law enforcement or fraud prevention agencies where we believe it is reasonably necessary for the detection or prevention of fraud. We may also provide personal data to other third parties if the terms of a court order require us to do so. All data to be shared for these purposes will take place in accordance with data protection laws in Malaysia.

### **3. Sales Information**

We will utilise some of your personal data for the purpose of validating the sales data provided by our insurance partners and some third parties.

## **What communications will you receive from us?**

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### **1. Service Emails**

After completing an application online via our website, you agree that you will receive an initial email from us. This email will confirm you have used our website and that your quote has been saved for you. We will also send you a reminder when your renewal is due. You cannot opt out of receiving these emails.

### **2. Marketing**

We may use your information to keep you informed by post, telephone, SMS, email or other electronic means such as via social and digital media about current and new products, services, offers and promotions which may be of interest to you. We, or a carefully selected third party may also use the personal data you supply to perform market research, contact you to ask for your feedback or to remind you when your renewal date is due. Your personal data may also be disclosed and used for these purposes after your policy has lapsed.

We utilise a third party software and storage solution to analyse the personal data that you have provided to us in order to ensure that the marketing that you receive is as relevant and beneficial to you as possible. We retain full ownership of your personal data and ensure that it is secure at all times.

If you are not happy for your personal data to be used in this way, you can unsubscribe to remove your details from our contact list. If you have further queries with regards to your personal data, please feel free to contact us.

Email: [feedback@mypensiontransfer.com](mailto:feedback@mypensiontransfer.com)