

Privacy Notice – xCenta Platform

This Privacy Notice provides details of the personal data we collect when operating the above-mentioned platform, what we do with it, how you might access it and who it might be shared with.

General customers of PIB Risk Management Limited must also refer to <https://www.pib-riskmanagement.co.uk/privacy>

Our Contact Information and Data Protection Officer

PIB Risk Management is a trading style of PIB Risk Management Limited, a subsidiary of PIB Group Limited.

Our Data Protection Officer can be contacted directly here:

Data Protection Officer
PIB Group Limited
1 Minster Court
Mincing Lane
London, EC3R 7AA
dpo@pib-insurance.com
0330 058 9700

What we do with personal data

If you are using the platform as our customer or, you will have a contract with us with relevant data protection terms included. You will be referred to in this privacy notice, below, as a customer.

You could also be using the platform as a user, employee, contractor, or client of our customer. If so, you should direct any enquiries to the data controller, our customer, rather than to us.

If you are using the platform on a trial basis as a prospective customer, this privacy notice outlines your data protection rights and our data protection practices. The term 'customer' below includes prospective customers.

We process customer personal data and the data of other people that the customer inputs into the platform. We process this data as a data processor under the instruction of the respective customer.

If you are a customer of our platform or communicate directly with us, we collect your personal data for use by PIB Group Limited and subsidiary companies. We use this personal data for the provision of information and services or the performance of the contract.

As our customer, we may use your personal data for other similar purposes, including marketing and communications, but that will only occur if we have your consent or where, as a current or previous user of our services, we rely on a legitimate interest justification for doing so. You have a right at any time to stop us from contacting you for marketing purposes. Please contact us to do so - see above.

If you are using our platform for insurance services, then the provision of insurance services by us will be undertaken as a data controller and you must also refer to <https://www.pib-riskmanagement.co.uk/privacy>

Your data will be held securely in the UK and the EEA. Any other data processing outside of these geographical areas will be undertaken only in locations that are covered by UK data protection adequacy regulations or where UK GDPR compliant appropriate safeguards are in place.

What personal data do we collect?

If you use our platform, personal data is required to fulfil the requirements of a contractual or service relationship, which may exist between you and our organisation. You may also be adding personal data of your employees, customers, or other individuals into the platform. If you do so, please ensure you have a legal basis to do so.

We may grant access to parts of the platform to our staff, for example to provide training, to provide staff development, and to develop our platforms and services. This is on the basis that this is in both our mutual legitimate

interests to improve our services and your customer experience. However, we will ensure this is in a secure environment.

Please note, that special categories of personal data such as data about health and criminal convictions of your employees and others may be collected and processed by you, our customer, as part of your use of the platform. Please note that processing of special category and criminal conviction data usually requires consent. We expect our customers to have gained appropriate consent.

As a data processor we are providing the platform to you, our customer. As a data controller you are responsible for the data you add to the platform.

If you contact us, we may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud.

How do we look after personal data?

We only collect personal data that is required for the purposes of providing our platform. As a user of the platform you may be adding additional data to the platform, as described above.

We restrict, secure and control all of the data we hold, against unauthorised access, damage, loss, or destruction; whether physical or electronic. We retain personal data only for as long as is necessary to perform the functions above and to respond to your requests, or longer if required by law, or if we need to retain the data to perform a contract. Whilst in our possession, together with your assistance, we try to maintain the accuracy of your personal data. However, personal data input by you into the platform is your responsibility to maintain.

How can you access your personal data?

You have the right to request access to any of your personal data we may hold. If any of that information is incorrect, you can request that we change it. If we are not using your information correctly, you can request that we stop using it or that we delete it completely. Where we are acting as a data processor, we will pass such requests to our customer, the data controller.

If you would like to make a request to see what personal data of yours we hold, you may make a request to our Data Protection Officer using the details above. Where we are acting as a data processor, we will pass such requests to our customer, the data controller.

Where we have asked for your consent to use your personal data, you have the right to withdraw that consent at any time. If you withdraw your consent, we will stop using your personal data where legally possible. Any processing undertaken before your withdrawal remains valid and lawful.

Changes to our Privacy Notice

We keep our privacy notice under regular review, and we'll place any updates on this web page. This privacy notice is **version 2.0**.

Our Supervisory Authority

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), contact details below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
Web: <https://ico.org.uk/>