

Security and Privacy Policies

We always endeavour to protect your information and provide you with a secure purchasing process. We ensure that we adhere to the requirements of both the FSA and the Data Protection Act. We are committed to protecting your right to privacy as a consumer of our online insurance services. It is our policy to respect the privacy of private communication. We collect information about our customers in order to help us continually improve the service we offer. We will always adhere to the UK Data Protection Legislation and are guided by the policies of the FSA. Your personal details are stored securely on servers within the United Kingdom.

Your continued use of our website will constitute acceptance of Towergate Wilsons and Axiom Underwriting Agency Limited's policy. Although most changes are likely to be minor, Towergate Wilsons and Axiom Underwriting Agency Limited may change its privacy policy from time to time. Towergate Wilsons and Axiom Underwriting Agency Limited recommends that customers regularly check the privacy page for any changes. Continued use of this site after any change in our privacy policy will constitute your acceptance of such changes.

Data Protection Statement

We will collect personal data as provided to us during the travel insurance quotation process, which you agree to supply us as accurate. We will also collect personal data from other parts of the system as required to issue you with the insurance policies purchased. We also collect anonymous information such as number of visitors to the website, but it is purely statistical and is used to get a better understanding of how Towergate Wilsons and Axiom Underwriting Agency Limited's visitors use the website.

We will only use the personal information we collect in the normal course of our business to provide the products and services you have requested and:

- to identify you when you contact us
- to build up a profile of your insurance requirements to determine if we can offer you a better service or more relevant products
- to send you renewal notices by e-mail or post when relevant
- for statistical analysis, including automated techniques and to monitor and analyse our business

We will only disclose the personal information we collect to our employees, contractors and affiliated organisations that need to know that information in order to process it on our behalf. Towergate Wilsons and Axiom Underwriting Agency Limited will not rent or sell personal information to anyone. Other than to employees, contractors and affiliated organisations Towergate Wilsons and Axiom Underwriting Agency Limited will only disclose personal information when required to do so by law or where Towergate Wilsons and Axiom Underwriting Agency Limited believes in good faith that disclosure is reasonably necessary to protect the property or rights of Towergate Wilsons and Axiom Underwriting Agency Limited. The Internet email is not a 100% secure way of communicating. By using it you agree that you send any information by email at your own risk. Towergate Wilsons and Axiom Underwriting Agency Limited take all measures reasonably necessary to protect against the unauthorised access, use, alteration or destruction of personal information including adhering to the Data Protection Act (1998).

FSA

All our policies comply with the standards and regulations as laid down by the Financial Services Authority. For more information, please visit www.fsa.gov.uk

Terms of business

These will always be made available to you before you purchase any product from us whether online or over the phone. We urge you to read these carefully and understand the type of services we offer before making your decision to buy.

Contact us

If you have any additional questions or concerns regarding this policy, or you wish to request a copy of the information held on our website, please write to The Managing Director, Towergate Wilsons, Towergate House, 7 Dominus Way, Leicester, LE19 1RP or The Managing Director, Axiom Underwriting Agency Limited, Orchard House, Westerhill Road, Coxheath, Maidstone, Kent, ME17 4DH.