



Privacy Policy

Makesure Insurance Services Ltd is a specialist travel insurance broker committed to respecting your privacy and any personal /sensitive information that we obtain will be used in accordance with the General Data Protection Regulations (GDPR).

This Privacy Policy is intended to help you understand how we collect and use your personal / sensitive information when you visit our website or contact our call centre.

What information we collect and how

The information that we collect may include: -

Personal details such as your name, address, date of birth and contact details.

Where relevant we also collect sensitive personal information such as details regarding your health.

If using our website, data that allows us to remember you and how you use the website. This saves you from re-keying information when you return to our site. We use 'cookies' to collect this data. Cookies cannot access files and information stored on your computer, nor do we store any personal information such as name, or email address inside the cookie.

Your IP address is automatically logged by our web server if using our website.

What we do with your information

The main reason we collect your personal / sensitive information is because we need it to provide you with the appropriate insurance quotation, policy and price as well as manage your policy such as handling a claim or issuing documentation to you. Our assessment of your insurance application may involve an automated decision to determine whether we are able to provide you with a quotation and/or the price. If you object to this being done, then we will not be able to provide you with insurance.

With regards to sensitive personal information (such as information regarding the state of your health) about you and others who may be a party to the product you wish to purchase, we will only use this sensitive personal data for the specific purpose for which you provide it. Please ensure that you only provide us with sensitive information about other people with their permission to do so.

We will also use your information where we feel there is a justifiable reason for doing so for example: to prevent and detect fraud and financial crime (which may include processes which profile you); collecting information regarding your past policies; carrying out research and analysis (including profiling); and recording and monitoring calls.

Your personal / sensitive information will also be used to offer policy renewal (if you have taken out an Annual Multi-Trip policy that can be renewed)

The use of 'Cookies' allows us to work with third parties to conduct research on certain usage and activities on our website. They do not record any type of personal / sensitive information only allowing for accurate tracking of visitor numbers.

Unless required to by law, we would never share your personal data without the appropriate care and necessary safeguards being in place.

Keeping your information

We will only keep your information for as long as is necessary in providing our products and services to you and/or to fulfil our legal and regulatory obligations.



Privacy Policy

Use and storage of your information overseas

Your information may be transferred to, stored and processed outside the European Economic Area (EEA). We will not transfer your information outside the EEA unless it is to a country, which is considered to have equivalent data protection laws, or we have taken all reasonable steps to ensure the firm has suitable standards in place to protect your information.

Your rights

You have a number of rights in relation to the information we hold about you, these rights include but are not limited to: the right to a copy of your personal information we hold; object to the use of your personal information; withdraw any permission you have previously provided and complain to the Information Commissioner's Office at any time if you are not satisfied with our use of your information.

Other websites and information security

Our privacy policy covers all websites operated by Makesure Insurance Services Limited. Any other websites that may be linked to or by our website(s) will be subject to their own policies which may differ from ours. You should carefully read the privacy policies of these websites before submitting any personal information.

You should also be aware that communications over the Internet, such as emails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered – this is the nature of the Internet. Makesure Insurance Services Limited cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.