

VEEZU ASSIST DRIVER PARTNER PRIVACY NOTICE

INTRODUCTION

We are Veezu Assist Limited, we provide accident management services and, where applicable, replacement hire vehicles. We also distribute insurance policies, sell road safety products and provide an administration service under the trading name of Veezu.Insure with the trading brand of Veezu.Insure shown as follows:

veezu.insure

We are part of the Veezu Group and Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority under reference number FRN 832752. If you need it, our company number is 09215592 and our registered office is Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom

Veezu Assist Limited is the controller of your personal information and is responsible for your personal information. All references in this policy to "Veezu", "our", "us", or "we" refer to Veezu Assist Limited.

This privacy notice is separate to any other contractual terms you have with us or any other Veezu Group company.

This privacy notice sets out how we process your personal information. It is important therefore that you read this privacy notice so that you are aware of how and why we are using your personal information.

CONTENTS

1. [YOUR RIGHT TO OBJECT](#)
2. [WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU?](#)
3. [WHEN DO WE COLLECT YOUR PERSONAL INFORMATION?](#)
4. [WHY DO WE COLLECT PERSONAL INFORMATION?](#)
5. [DISCLOSURE OF YOUR INFORMATION](#)
6. [INFORMATION ABOUT OTHER INDIVIDUALS](#)
7. [TELLING YOU ABOUT OUR SERVICES](#)
8. [HOW DO WE KEEP YOUR PERSONAL INFORMATION SECURE?](#)
9. [HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION FOR?](#)
10. [CHANGES TO YOUR PERSONAL INFORMATION](#)
11. [WHAT ARE OUR OBLIGATIONS?](#)
12. [YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION](#)
13. [CONTACT](#)
14. [CHANGES TO OUR PRIVACY POLICY](#)

1) YOUR RIGHT TO OBJECT

You have various rights in respect of our use of your personal information as set out in [Section 12](#). Two of the fundamental rights to be aware of are that:

- you may ask us to stop using your personal information for direct-marketing purposes. If you exercise this right, we will stop using your personal information for this purpose.

veezuassist.co.uk info@veezuassist.co.uk +44 (0) 3300 100 600
Veezu Assist Ltd., Unit 6 Stirling Road, Shirley, Solihull, West Midlands, B90 4NE.

Registered in England and Wales. Company Registration No. 09215592, VAT Registration No. 198 767 429.
Registered office at: Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom.
Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority No. FRN 832752

**amazing
journeys.**

- you may ask us to consider any valid objections which you have to our use of your personal information where we process your personal information on the basis of our, or another person's, legitimate interest.

2) WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU?

We process the following categories of personal information about you:

- personal information including your name, residential address, email address and your phone number we receive from you when creating an account and then using our services, or when these details have been passed to us as a result of an incident logged on our system
- personal information relevant to your competence to drive and vehicle details such as your DVLA driving licence, your local authority private-hire driver licence, vehicle MOT certificate and vehicle insurance documents;
- personal information relevant to any medical conditions that may be related to an accident or your driving history;
- personal information relevant to your application for a TFP Insurance Policy in connection with an introduction (proposed or actual) by Veezu Assist Limited to Q Underwriting Services Limited (trading as TFP Schemes) and subsequent administrative services relating to such policy provided by Veezu Services Limited;
- bank account details and payment history;
- passenger complaint records;
- information provided to us by a Third Party and/or collected from public records in the case of fraud or suspected fraud. In the case of fraud or suspected fraud, we may obtain information from Third Parties and from public records to prevent and detect fraud;
- personal information and special category information such as information about your health as provided to us by the local authority in connection with your private-hire licence application, or motoring convictions/endorsements;
- information provided to us by the DVLA as a result of driver licence checks;
- CCTV information: i) some vehicles are fitted with outward-looking dashboard cameras. These dashboard cameras do not film inside the vehicles and they do not record audio but your image may be picked up by them when you enter or exit the vehicle ii) our Hubs are covered by CCTV and your image may be picked up when you enter or exit our premises; iii) where you install an in-vehicle camera in order to comply with a TFP Insurance Policy you will be required to submit footage for regular checks, which will be undertaken by Veezu Assist Limited's employees to ensure that the camera is active and footage is being recorded;
- your GPS location when you are logged onto the driver portal/booking system if you have been in an accident and we need to determine location

Please note that in compliance with data protection legislation, we may process your personal information without your knowledge or consent where this is required or permitted by law.

3) WHEN DO WE COLLECT YOUR PERSONAL INFORMATION?

veezuassist.co.uk info@veezuassist.co.uk +44 (0) 3300 100 600
Veezu Assist Ltd., Unit 6 Stirling Road, Shirley, Solihull, West Midlands, B90 4NE.

Registered in England and Wales. Company Registration No. 09215592, VAT Registration No. 198 767 429.
Registered office at: Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom.
Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority No. FRN 832752

When you use our claims management service; apply for a quotation for motor insurance cover via the Gateway on the Driver Partner Portal; apply to take out a TFP Insurance Policy with Q Underwriting Services Limited (trading as TFP Schemes); when you purchase other road safety products from us; and when we receive your personal information from Third Parties.

4) WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

Under data protection legislation we may only process your personal information if we have a legal basis (i.e. a legally permitted reason) for doing so. For the purposes of this Policy, our legal basis for processing your Information is set out below:

a) The processing of the information listed below is necessary for the performance of the contract between us, enabling us to:

- comply with the terms and conditions between us for the provision of services or products;
- monitor and assess the quality of our service;
- provide you with accident management and advice services. This may include the provision of a replacement vehicle for your use;
- keep you updated about changes to the Services and the progress of any claim;
- take statements from you and obtain information from you that we need to be able to progress the claim;
- keep you updated about the work we are doing for you;
- liaise with third parties such as insurance brokers, police, third party witnesses in respect of the claim

b) The processing is necessary for Veezu's legitimate interests so that we can:

- meet service requirements such as complaint handling and feedback to include investigation and addressing comments, queries or complaints made by you regarding any of the services we provide;
- ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution; and
- process your personal information in order to introduce you to Q Underwriting Services Limited (trading as TFP Schemes) when you apply to take out a TFP Insurance Policy, monitor compliance with the requirements of the policy and perform subsequent administrative services relating to the policy;
- process your personal information as a Third Party or witness involved in an incident logged on our system, to allow an insurance claim to be submitted. For the avoidance of doubt, fare-paying passengers are deemed to be independent witnesses for insurance matters.
- process your personal information in order to send you non-marketing service related messages, as described in the Telling You About Our Services' section below; and
- support the UK government with rapid contact-tracing to identify individuals involved in a coronavirus outbreak and where there is a risk that you may have been in contact with someone infected with the virus.

veezuassist.co.uk info@veezuassist.co.uk +44 (0) 3300 100 600
Veezu Assist Ltd., Unit 6 Stirling Road, Shirley, Solihull, West Midlands, B90 4NE.

Registered in England and Wales. Company Registration No. 09215592, VAT Registration No. 198 767 429.
Registered office at: Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom.
Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority No. FRN 832752

c) The processing is necessary to comply with a legal obligation Veezu is under, for example:

- comply with our legal and regulatory obligations imposed by the Financial Conduct Authority;
- deal with legal disputes involving you in relation to accidents that may occur while you are driving; and
- comply with a request for information (where legally permissible) from law enforcement agencies and/or government bodies for the purposes of prevention or detection of crime or the apprehension or prosecution of offender. This enables us to comply with legal obligations that we are subject to. Further information can be found under [Disclosure of Your Information](#) below.

d) Where the processing is necessary to protect vital interests, for example:

- in the rare instance where we process personal information to save someone's life.

e) Where we process special category personal information, for example:

- to determine any medical conditions which may affect your fitness to drive and/or to determine any previous driving convictions or road traffic accidents which may affect your risk profile.

5) DISCLOSURE OF YOUR INFORMATION

We may disclose your Personal Information to:

- our third party contractors and advisors such as Auto Rescue Logistics, Verisk Solutions, DWA Claims (and any business partners, service providers or third party contractors of any other companies within our group of companies) to enable them to undertake services for us and/or on our behalf;
- any prospective buyer or seller (and their representatives) in the event that we sell or buy any business or assets;
- Q Underwriting Services Limited (trading as TFP Schemes) when you apply to take out a TFP Insurance Policy;
- HMRC, other government departments and regulators, in order to comply with any legal obligation;
- to other persons or the general public. This includes sharing information in connection with legal or insurance claims to protect the rights and safety of others;
- (in the case of aggregated/anonymous information i.e. information from which you cannot be personally identified, or insights based on such anonymous information) selected third parties, including (without limitation) analytics and search engine providers to assist us in the improvement and optimisation of the website. In such circumstances we do not disclose any information which can identify you personally; and
- (if our whole business is sold or integrated with another business) our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business;
- the NHS Test and Trace contact-tracing service.

veezuassist.co.uk info@veezuassist.co.uk +44 (0) 3300 100 600
Veezu Assist Ltd., Unit 6 Stirling Road, Shirley, Solihull, West Midlands, B90 4NE.

Registered in England and Wales. Company Registration No. 09215592, VAT Registration No. 198 767 429.
Registered office at: Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom.
Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority No. FRN 832752

6) INFORMATION ABOUT OTHER INDIVIDUALS

If you give us information on behalf of a third party, you confirm that the third party has appointed you to act on his/ her/ their behalf and has agreed that you can: give consent on his/ her/ their behalf to the processing of his/ her/ their Information; receive on his/ her/ their behalf any data protection notices; and give consent to the transfer of his/ her/ their Information abroad (if applicable).

7) TELLING YOU ABOUT OUR SERVICES

Communication is an essential part of our business to business relationship. We will therefore contact you by telephone, text, PDA or by email in relation to non-marketing, service-related communications.

COOKIES AND RELATED SOFTWARE

Please see our separate Cookie Policy for further information about how we use cookies on our website.

OVERSEAS TRANSFERS

From time to time we will transfer your personal information to countries outside the European Economic Area, which comprises the EU member states plus Norway, Iceland and Liechtenstein ("EEA").

Where the European Commission has not recognised the relevant country outside the EEA to which your personal information is transferred as having adequate protections in place regarding protection and use of your data, we will ensure that adequate procedures are put in place for the security of your personal information.

8) HOW DO WE KEEP YOUR PERSONAL DATA SECURE?

We have put in place measures to protect the security of your personal information both in accordance with the requirements of the GDPR 2018, the Data Protection Act 2018 and ISO 27001:2013 Information Security standards.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered and/or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

9) HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION FOR?

We will only retain your personal information for as long we need to. This includes satisfying any regulatory, legal, accounting and/or reporting requirements.

We will retain your information as follows:

- your account information, for 7 years, after you last use our services; or
- as long as interactions are occurring if that is longer than 7 years

10) CHANGES TO YOUR PERSONAL INFORMATION

It is important that the personal information we hold about you is accurate and current. Please keep us informed if the personal information changes during your working relationship with us.

veezuassist.co.uk info@veezuassist.co.uk +44 (0) 3300 100 600
Veezu Assist Ltd., Unit 6 Stirling Road, Shirley, Solihull, West Midlands, B90 4NE.

Registered in England and Wales. Company Registration No. 09215592, VAT Registration No. 198 767 429.
Registered office at: Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom.
Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority No. FRN 832752

11) WHAT ARE OUR OBLIGATIONS

Under data protection legislation, we are a Data Controller and therefore we are responsible for, and control the processing of, your personal information. Such information must be protected in accordance with data protection legislation.

In accordance with data protection legislation your personal information will be;

- used lawfully, fairly and in a transparent way;
- collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- relevant to the purposes we have told you about and limited only to those purposes;
- accurate and kept up to date;
- kept only as long as necessary for the purposes we have told you about; and
- kept securely.

12) YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION AND HOW TO EXERCISE THEM

If you are an individual, you have the right to;

- ask us to provide you with copies of personal information we hold about you;
- ask us to provide your personal information to a third party provider of services. This right only applies where we use your personal information on the basis of your consent or performance of a contract and where our use of your information is carried out by automated means;
- ask that we correct any personal information if it is found to be inaccurate or out of date;
- ask that your personal information is erased where it is no longer necessary for us to keep it;
- request a restriction to be placed on further processing of your personal information where there is a dispute in relation to the accuracy or processing of your personal information;
- object on legitimate grounds to the processing of your personal information, where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority) and processing for the purposes of scientific/historical research and statistics);
- ask us to stop using your personal information for direct marketing purposes. If you exercise this right, we will stop using your personal information for this purpose. If you wish to exercise this right, you should complete our Withdrawal Consent Form available on our website www.veezu.co.uk, or contact the relevant third party using their given contact details, giving us or them enough information to identify you and deal with your request. Alternatively you can follow the unsubscribe instructions in emails you receive from us or them.

There are some exemptions, which may apply, for example, information collected and processed for the prevention, investigation, detection or prosecution of criminal offences.

veezuassist.co.uk info@veezuassist.co.uk +44 (0) 3300 100 600
Veezu Assist Ltd., Unit 6 Stirling Road, Shirley, Solihull, West Midlands, B90 4NE.

Registered in England and Wales. Company Registration No. 09215592, VAT Registration No. 198 767 429.
Registered office at: Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom.
Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority No. FRN 832752

13) CONTACT

If you have any difficulty in reading or understanding this Policy, or if you would like this Policy in another format (for example audio, large print or braille), please get in touch with us.

Our Veezu Assist team will oversee compliance of this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact Veezu Assist at claims@veezuassist.co.uk. You can also write to us at:

Veezu Assist Ltd,
Unit 6 Stirling Road
Shirley
Solihull
West Midlands
B90 4NE
United Kingdom

Registered in England and Wales, Company Registration No. 09215592, VAT Registration No 198767 429 with registered office at Raleigh House, Langstone Business Village, Langstone, Newport, NP18 2LH, United Kingdom.

Veezu Assist Limited is authorised and regulated by the Financial Conduct Authority No. FRN 832752.

Veezu Insure is a trading style of Veezu Assist Limited. All Veezu Insure policies are underwritten by Aviva Insurance Limited.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

14) CHANGES TO OUR PRIVACY POLICY

We may update our privacy policy from time to time. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by post or email. Please check back frequently to see any updates or changes to our privacy policy.