



Travel Insurance Services Ltd

Data Protection Notice

1. Introduction

ERGO Travel Insurance Services Ltd ("we", "our", "us") is committed to protecting and respecting your privacy. This Data Protection Notice explains how we collect, use, store, and disclose your personal data during the recruitment process, in compliance with the UK General Data Protection Regulation (UK GDPR) and other relevant data protection laws.

2. Data Controller

For the purposes of data protection law, ERGO Travel Insurance Services Ltd is the data controller.

Our contact details are:

- **Address:** Afon House, Worthing Road, Horsham West Sussex RH12 1TL
- **Email:** dataprotectionofficer@ergo-travel.co.uk

3. Personal Data We Collect

During the recruitment process, we may collect and process the following types of personal data:

- **Contact Information:** Name, address, email address, phone number.
- **Professional Information:** Curriculum Vitae (CV), cover letter, job application details, qualifications, employment history.
- **Assessment Data:** Results of any assessments, interviews, or tests.
- **Equal Opportunities Data:** Information provided for monitoring purposes, such as gender, age, disability status, and ethnicity (this data is anonymized for statistical purposes).

ERGO Travel Insurance Services Ltd
Afon House, Worthing Road, Horsham, West Sussex RH12 1TL
Tel: +44 (0) 1403 249303
Email contact@ergo-travel.co.uk

Registered Address: 10 Fenchurch Avenue, London EC3M 5BN
Companies House Registration number: 11091555
Authorised and Regulated by Financial Conduct Authority Ref: 805870
An ERGO Travel Insurance AG Subsidiary



Travel Insurance Services Ltd

4. Purpose and Legal Basis for Processing

We process your personal data for the following purposes:

- **Recruitment:** To assess your suitability for the role you have applied for, to conduct interviews, and to make recruitment decisions.
- **Communication:** To contact you regarding your application and to provide updates on your application status.

The legal bases for processing your personal data are:

- **Consent:** Where you have given us consent to process your data.
- **Contract:** Where processing is necessary for the performance of a contract (e.g. to assess your application for employment).

5. How We Use Your Data

We will use your personal data for the recruitment process only and will not use it for any other purposes without your consent. Your data may be shared internally within our organisation with individuals involved in the recruitment process, and externally with the company 'Verifile' for pre-employment screening, if necessary.

6. Data Retention

We will retain your personal data for no longer than is necessary for the purpose for which it was collected. If your application is unsuccessful, we will retain your data for up to 6 months for the purposes of potential future opportunities and then securely delete or anonymise it.

ERGO Travel Insurance Services Ltd
Afon House, Worthing Road, Horsham, West Sussex RH12 1TL
Tel: +44 (0) 1403 249303
Email contact@ergo-travel.co.uk

Registered Address: 10 Fenchurch Avenue, London EC3M 5BN
Companies House Registration number: 11091555
Authorised and Regulated by Financial Conduct Authority Ref: 805870
An ERGO Travel Insurance AG Subsidiary



Travel Insurance Services Ltd

7. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct any inaccuracies in your personal data.
- **Right to Erasure:** You can request that we delete your personal data when it is no longer necessary for the purposes for which it was collected.
- **Right to Restrict Processing:** You can request that we restrict the processing of your personal data under certain circumstances.
- **Right to Data Portability:** You can request a copy of your personal data in a commonly used format to transfer to another organization.
- **Right to Object:** You can object to the processing of your personal data in certain circumstances.

To exercise any of these rights, please contact us at dataprotectionofficer@ergo-travel.co.uk

8. Security

We take appropriate technical and organizational measures to protect your personal data from unauthorised access, alteration, disclosure, or destruction

9. Changes to This Notice

We may update this Data Protection Notice from time to time. Any changes will be posted on our website and, where appropriate, notified to you by email.

10. Contact

If you have any questions or concerns about this Data Protection Notice or our data processing practices, please contact us at dataprotectionofficer@ergo-travel.co.uk

ERGO Travel Insurance Services Ltd
Afon House, Worthing Road, Horsham, West Sussex RH12 1TL
Tel: +44 (0) 1403 249303
Email contact@ergo-travel.co.uk

Registered Address: 10 Fenchurch Avenue, London EC3M 5BN
Companies House Registration number: 11091555
Authorised and Regulated by Financial Conduct Authority Ref: 805870
An ERGO Travel Insurance AG Subsidiary



Travel Insurance Services Ltd

11. Supervisory Authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office:

- **Address:** Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
- **Website:** <https://ico.org.uk/global/contact-us>

ERGO Travel Insurance Services Ltd
Afon House, Worthing Road, Horsham, West Sussex RH12 1TL
Tel: +44 (0) 1403 249303
Email contact@ergo-travel.co.uk

Registered Address: 10 Fenchurch Avenue, London EC3M 5BN
Companies House Registration number: 11091555
Authorised and Regulated by Financial Conduct Authority Ref: 805870
An ERGO Travel Insurance AG Subsidiary