



## Police Helpline Service Privacy Notice

The Motor Insurers' Bureau (MIB or "we") is providing this service primarily to the police, to enable them to verify the insurance details when having stopped a driver at the roadside and/or police staff working at impound facilities. Police Helpline Operatives speak directly with insurance companies to clarify information and make sure that the police have the right information with which to make a decision.

We respect your privacy and are committed to protecting your personal data. Our Privacy Policy is designed to be as clear as possible, while delivering the information required for the different audiences.

This Privacy Notice (together with our Terms of Use and any other documents referred to in it) sets out the basis on which any personal data MIB collects from you, or that is provided to MIB, will be processed by us. Please read the following carefully to understand MIB's views and practices regarding your personal data and how we will treat it.

### Controller

For the purposes of the General Data Protection Regulations the Motor Insurers' Bureau, company number 412787, registered in England is the controller and responsible for your personal data for the services provided by MIB. MIB's Registered Office address is Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT and full contact details are set out at [www.mib.org.uk](http://www.mib.org.uk)

MIB's VAT Number is GB 991 254892.

### Data Protection Officer

MIB has appointed a Data Protection Officer who is responsible for overseeing questions in relation to this Privacy Policy. MIB's Data Protection Officer is MIB's Head of Risk, who can be contacted at [privacy@mib.org.uk](mailto:privacy@mib.org.uk)  
Our full details are:

### Contact Details

Full name of legal entity: Motor Insurers' Bureau

Name or title of Data Protection Officer: Head of Compliance and DPO

Email address: [privacy@mib.org.uk](mailto:privacy@mib.org.uk)

Postal address: Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT

Telephone number: 01908 830001

## Legal basis for processing your data

MIB will only use your personal data when the law allows it to.

The retention and use of Caller contact details is based on gaining their consent for using the PHL service.

You have the right to withdraw consent to processing of your personal data at any time by contacting the MIB Data Protection Officer. This will not affect the lawfulness of any processing carried out before you withdraw your consent.

Processing of driver and policy holder data is necessary for the purposes of legitimate interests pursued by the MIB, the Police or by a third party. The legitimate interests in data processing for the PHL service is to detect and help reduced cases of uninsured driving.

## The Personal Data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (“anonymous data”).

MIB may collect, use, store and transfer (“process”) different kinds of personal data about you. The data we process about you, and how it is used, is detailed in the table below:

Type of Data Collected	Categories of data we collect	How the data is collected	How the data is used for the Service
Caller Data	Name, Contact phone number, Email address	Provided by the Caller	Contact information. When agreed, this is retained for ease of use for subsequent calls
	Police Officer shoulder number, Organisation/Constabulary,	Provided by the Caller	Identification purposes and logged against the case When agreed, this is retained for ease of use for subsequent calls
Driver and Policy holder related Data	Name, address, date of birth, purpose of journey, registered keeper, registered owner, insurance policy details, policy holder details	Provided by the Caller, directly from the driver	To check the identity of the insurer and valid insurance policy



	Confirmed Insurance policy status and details	Supplied by the Insurance company to the MID, or confirmed over the phone to the MIB PHL.	Determine the insurance status of the stopped driver
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All calls to and from the PHL are recorded to allow for fact checking and training purposes.

### Other parties who will have access to your data

The contact details retained, with your consent, for future ease of use of the PHL will not be disclosed to any third party.

The driver and policy holder personal data collected as part of the PHL Call may be disclosed by MIB to third parties within the United Kingdom and overseas, including, but not limited to:

- Insurance company
- other companies in MIB's group of companies (acting as controllers or processors);
- regulatory bodies (acting as controllers or processors) including the Information Commissioner's Office;
- other service providers including IT suppliers and administration services providers (acting as controllers or processors).

We may also disclose your personal data to third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy. We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.



## Retention period

MIB will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting or reporting requirements.

Call recordings are retained for up to 25 months.

When permission has been granted to retain the phone number of the Caller for future PHL enquiries, the contact details will be retained for 2 years from the date of the last call made by that individual.

Personal Data related to a PHL enquiry will be retained for 25 months, after which it will be anonymised. This period of 25 months is deemed necessary to support any subsequent court action or complaint that may ensue.

The anonymised enquiry data may be retained indefinitely for reporting and management purposes only.

## Transferring your personal information overseas

MIB do not send any Police Help line data outside of the UK or EEA.

## Data security

MIB has put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

MIB has also put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where MIB is legally required to do so.

## Your data protection rights

Under certain circumstances, you have certain rights under data protection laws with regard to your personal data processed by MIB. These are described in the sections below. Unless expressly set out in the relevant paragraph, to exercise any of your rights in relation to this Privacy Policy, please contact MIB's Data Protection Officer:

Via email at [DSAR@mib.org.uk](mailto:DSAR@mib.org.uk) Or write

to:



Support Team  
Motor Insurers' Bureau  
Linford Wood House  
6-12 Capital Drive  
Milton Keynes  
MK14 6XT

**Right of Access to personal data** - You have a right to request a copy of the personal data we hold about you.

**Right to withdraw consent** - You have the right to withdraw consent to processing of your personal data in relation to the Caller Contact information. This will not affect the lawfulness of any processing carried out before you withdraw your consent.

**Please Note: If you do withdraw consent for the processing of personal data in relation to storing contact information, MIB will still have a lawful basis for retaining data related to enquiries made.**

**Right to Rectification** - If you believe the data MIB holds about you is incorrect, you can contact MIB to request for any incomplete or inaccurate data that MIB holds about you to be corrected. However, MIB may need to verify the accuracy of the new data you provide to us.

**Please note:**

**The data including insurance policy data comes from the MID database or directly from the Insurer. Rectification of this data needs to be directed to the Insurer involved.**

**Right to erasure** - You have the right to request the deletion or removal of personal data MIB holds about you where there is no good reason for MIB continuing to process it. You also have the right to ask MIB to delete or remove your personal data where you have successfully exercised your right to object to processing, where MIB may have processed your information unlawfully or where MIB is required to erase your personal data to comply with law. Although MIB will consider every request for erasure on its merits, MIB may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

**Right to Object to processing** - You have a right to object to the processing of your personal data. In some cases, MIB may demonstrate that it has compelling legitimate grounds to process your information which override your rights and freedoms.



**Right to restrict processing of your personal data** - You have a right to request MIB to suspend the processing of your personal data in the following situations:

- for the period it takes us to establish or rectify any inaccurate data about you;
- where MIB's use of the data is unlawful but you do not want MIB to erase it;
- prevent MIB from deleting your data at the end of the retention period in the event that you need it to establish, exercise or defend a legal claim;
- you have objected to MIB's use of your data but we need to verify whether MIB (or a third party) has overriding legitimate grounds to use it.

**Right to request the transfer of your personal data to you or to a third party** - MIB will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

### Right to lodge a complaint

If you have any complaints about how the MIB handles your personal data, please contact us by telephone on 01908 830 001, or by email at [DSAR@mib.org.uk](mailto:DSAR@mib.org.uk) and we will do our best to assist.

You also have a right to make a complaint to the supervisory authority in your country of residence or employment or place of the alleged infringement. The Information Commissioner's Office ("ICO") is the UK supervisory authority for data protection issues. You can contact the ICO:

By Telephone: 0303 123 1113 or 01625 545 745

Or write to: Information Commissioner's Office (ICO)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Or via their website: <https://ico.org.uk/concerns/>