

Personal data will be stored by us for up to:

Where you hold an insurance policy directly with us: 7 years after the date of the expiry of your policy (or last live policy in the event of a renewal), or the date of the last communication with you relating to your policy, whichever the latter.

Where you hold an insurance policy indirectly with us: 3 years after the date of the expiry of your policy (or last live policy in the event of a renewal), or the date of the last communication with you relating to your policy, whichever the latter.

Where you have received a quote from us: 30 days after the date for which the quote supplied was valid or 30 days after the date of the last communication with you relating to your quote. Whichever the latter.

We will delete your data earlier should you request us to do so, but even in such an event, we may be required by law to retain your data for a minimum period. Should this be the case we will inform you of the period and provide you with details as to the laws or regulations requiring the retention of such data.

To enquire about your data (subject access request), obtain a copy of your data, amend any data that you think is incorrect or delete your data, please contact us.

How to contact us

For any questions or concerns relating to this Data Retention Policy or to make a subject access request, please contact us at:

By email: data@directcarhireexcess.com

By post: Data Protection Team, Big Byte Media Limited, The Old Dairy, Field Place Estate, Broadbridge Heath, Horsham, West Sussex, RH12 3PB.

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