

PRIVACY POLICY AND COOKIES

1. This Privacy Policy applies to the use of www.rsaonline.rsagroup.co.uk ("RSA Online"). When we refer to "We", "Us" and "Our" We mean Royal & Sun Alliance Insurance plc and its associated undertakings. When We refer to "You" and "Your" We mean you, the user of RSA Online. When We refer to "Your Customer" We mean the customer or potential customer on whose behalf you are approaching Us for a quotation for an insurance policy.
2. The internet is not a secure medium; however We are committed to protecting Your and Your Customer's privacy. This Privacy Policy explains what security measures We have in place to protect Your and Your Customer's information and how We protect the information We collect about You and Your Customers.
3. By submitting any information about You or Your Customers within RSA Online, You and they consent to its use as set out in this Privacy Policy.
4. **Personal data**
 - 4.1 The Data Protection Act 1998 ("the Act") regulates the processing of personal information or data. The information given to Us by You may contain Your or another person's personal information ("personal data"). If You provide Us with another person's personal data, You confirm that they have appointed You to act for them, that they consent to the processing of their personal data and that You have informed them of Our identity and the purposes (as set out below) for which their personal data will be processed.
 - 4.2 By registering to use RSA Online, whether or not You take out any insurance policies with Us (whether on Your own or Your Customer's behalf), You acknowledge that, in order to process any instruction or enquiry and to generate any policy We may use, store or otherwise process any personal data, including that provided by You to Us in the account registration process, or otherwise in conjunction with Your subsequent use of RSA Online.
 - 4.3 When You transact with Us via RSA Online You confirm that You are entitled to disclose information about Your Customer and that Your Customer freely consents to the processing and disclosure of their personal information for the purposes set out below.
5. **How We use the personal data We collect**
 - 5.1 We will use the personal data You provide Us with for the following purposes:
 - 5.1.1 to provide the RSA Online service to You, to administer Your RSA Online account and any agreement between Us and You for the provision of the RSA Online service;
 - 5.1.2 to provide services ancillary to any such agreement or service;
 - 5.1.3 to generate quotes for insurance policies as requested by You;
 - 5.1.4 to manage any insurance policies You buy from Us (whether on Your own or Your Customer's behalf) and to inform You and Your Customers of any changes to the policies You or Your Customers have bought;
 - 5.1.5 to display point of sale documentation relating to the insurance policies;
 - 5.1.6 to comply with any request You make of Us; and
 - 5.1.7 to comply with legal or regulatory obligations.
 - 5.2 Should the purpose for which We use personal data change, this page will be updated to explain the changes. You will have the option to decline to have Your personal data held for the changed purposes by notifying Us at intermediated.ebusiness@uk.rsagroup.com. By refusing Your consent to this change it may no longer be possible for Us to provide You with access to RSA Online.
6. **Where will the data We collect go**
 - 6.1 We may transfer or disclose personal data to any company within Our group, to Our professional advisers and to such other parties as We consider may assist in the administration of the RSA Online service or the provision of Our insurance policies or other related services, or in connection with a transfer of rights and obligations in the event that Our business or its assets are sold or transferred. These parties may be located anywhere in the world. We may also disclose personal information if We are required to do so by law or any regulatory authority.

- 6.2 For the purposes described above, personal data may be processed in countries which do not have data protection laws that are as comprehensive as those in the UK. If We do make such a transfer, We will take reasonable steps to protect the personal data.
- 6.3 Personal data will be retained for a reasonable time after it is entered into RSA Online by You (whether or not an insurance policy is subsequently taken out) and/or for a reasonable time after any insurance policy has expired. This extends to the retention of such information by Us and/or any company within Our group.
- 6.4 Each of You and Your Customer will have the right, upon payment of a fee, to receive a copy of the information We hold about You or Your Customer (as applicable) to the extent that it constitutes personal data. For more details please write to the Data Protection Officer at RSA, Customer Relations Office, Bowling Mill, Dean Clough Industrial Park, Halifax, HX3 5WA.
- 6.5 For quality control and training purposes, We may monitor or record Your communications with Us.

7. **Cookies and Conditions of Use**

Cookies

Cookies are small text files placed on your computer and are commonly used on the internet. There are various types of cookies which perform different functions, such as remembering which items you have placed in your shopping basket or analysing your browsing behaviour to enable advertisers to present you with adverts more relevant to you and your interests.

For more information about cookies, visit www.allaboutcookies.org

Accepting or rejecting cookies

Most web browsers will accept cookies, but if you would prefer we did not collect data by this method, you can disable this function within your browser settings. If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies.

We use cookies to:

- Collect information that will help us to distinguish visitors, to understand visitors' browsing habits on our website and to improve their experience.
- Compile statistical reports on website activity e.g. numbers of visitors and the pages they visit.
- Collect information that will allow us to tailor advertising to make it more relevant for you, based on your previous interactions with our website.

- Remember information about you when you visit our site. Some of the cookies are essential in order to provide our services to you.

Below, we have set out the four categories of cookies that we may use on our websites. These cookies are:

- Strictly necessary cookies
- Performance cookies
- Functionality cookies
- Targeting cookies

Some of our websites also include third party cookies, which are cookies not set by RSA. In each of the four categories above, we have specified where third party cookies are used.

The following types of cookies may be used during your visit to our website:

Strictly necessary cookies

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, such as obtaining a quote or logging into your account, cannot be provided. These cookies do not gather information about you that could be used for marketing or remembering where you have been on the internet.

Cookie	Purpose of Cookie
Acturis.ASPXANONYMOUS	Persistent Cookie - ASP.NET built-in session management
Acturis.ASPXAUTH	Non-persistent Session token - ASP.NET built-in session management
Acturis.ASPXSESSION	Non-persistent Session token - ASP.NET built-in session management
AsyncInfo	Non-persistent Session token - Part of Ajax / callback architecture
K-Acturis.ASPXSESSION-cmghinoc	Non-persistent Session token - Ensures user is served by the same web server

These cookies will be reviewed and updated on a quarterly basis.

Performance cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. They also allow us to record and count the number of visitors to the website, all of which enables us to see how visitors use the website in order to improve the way that our website works. These cookies do not collect information that identifies a visitor, as all information these cookies collect is anonymous and is only used to improve how our website works.

Cookie	Purpose of Cookie
__utma	Persistent Cookie - Google Analytics, site tracking and statistics
__utmb	Non-persistent session token - Google Analytics, site tracking and statistics
__utmc	Non-persistent session token - Google Analytics, site tracking and statistics
__utmz	Persistent Cookie - Google Analytics, site tracking and statistics
AweInfo	Non-persistent Session token - Service Level Monitoring (SLM)
AwePerf	Non-persistent Session token - Internal performance monitoring
AweStatic	Non-persistent Session token - Internal performance monitoring

These cookies will be reviewed and updated on a quarterly basis.

Functionality cookies

These cookies are not used on this website.

These cookies will be reviewed and updated on a quarterly basis.

Targeting cookies

These cookies are not used on this website.

These cookies will be reviewed and updated on a quarterly basis.

Information on deleting or controlling cookies is available at www.allaboutcookies.org

Please note that if you disable cookies, the website functionality may be impaired and prevent you from obtaining a quotation or completing your purchase online.

8. How We protect personal data

8.1 We take the security of personal data very seriously and use a number of measures to protect it. We have a secure log-in process meaning that only users registered with Us may access RSA Online. Only users who have a unique user ID and password are entitled to open an account to access RSA Online. We also use SSL encryption to prevent unwarranted access to Your and Your customer's personal data via RSA Online.