Thank you for choosing Allianz Engineering.

Our technical expertise built over many years of providing engineering insurance and inspection products and services means you can trust us to be there when you need us.

If you need further details or have any questions, your broker or local Allianz Engineering branch will be delighted to help. Alternatively help and guidance can be obtained from:

Allianz Engineering
Head Office
Haslemere Road
Liphook
Hampshire
GU30 7UN
UK

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**Important**

The insurance cover provided by this Policy may be varied by clauses printed in the Schedule.

Please read both the Policy and Schedule to make sure that you have the insurance cover required.
Deterioration of Stock

Allianz Insurance plc (referred to as ‘the Insurers’ or ‘the Insurer’) will indemnify or otherwise compensate the Insured named in the Schedule (referred to as ‘the Insured’) in accordance with and subject to the terms and conditions of this insurance in return for the Insured having paid or agreed to pay the Insurance Premium for the Period of Insurance.

Your insurance policy is made up of this Policy including all Exclusions Extensions and Conditions the Schedule and the proposal which you made to the Insurers prior to taking out this cover. These documents shall be read together as one contract.

Any word or expression to which a specific meaning has been given shall have the same meaning wherever it may appear in this Policy.

Please read all the pages of this Policy and Schedule carefully to ensure that your insurance requirements are met.

For Allianz Insurance plc

Jonathan Dye
Chief Executive

Allianz Engineering is a trading name used by Allianz Insurance plc
Definitions

Territorial Limits
Great Britain Northern Ireland the Isle of Man and the Channel Islands.

Insured Property
Goods specified in the Schedule contained in a cold chamber at the time of an Accident or which are at the Location and would have been placed in a cold chamber but for the happening of the Accident.

Accident
a A rise or fall in temperature in a cold chamber at any Location described in the Schedule as a result of
   i damage to or a fault in the refrigeration system
   ii damage to the permanent structure of the cold chamber
   iii failure of the public supply of electricity at the terminal ends of the electricity supply company’s service feeders at the Location
   iv failure of the electrical installation connecting the refrigerating machinery and controls to the electricity supply company’s feeders.

b The action of refrigerant or refrigerant fumes which have escaped from the refrigerating system.

Replacement Value
The amount paid by the Insured for the purchase of raw materials or products plus the cost of any processing and packaging undertaken by the Insured.

Period of Insurance
Period from the effective date to the renewal date as shown in the Schedule.

Policy
The contract of insurance formed of the Policy wording Schedule and any proposal made by the Insured or on their behalf to the Insurers (whether or not such proposal is recorded in writing).
Deterioration of Stock – Policy Wording

Cover

Damage to the Insured Property at any Location shown in the Schedule within the Territorial Limits by deterioration putrefaction or contamination solely and directly due to an Accident.

Limit of Liability

The liability of the Insurers shall not exceed

a  the Limit of Liability shown in the Schedule or the Replacement Value of the damaged Insured Property at the time of the Accident whichever is less

and in addition

b  the amounts shown in the Extensions

in respect of any one Accident or series of Accidents arising from one occurrence.
Extensions

This Policy is extended to cover

1 Disposal of Condemned Goods
   the cost incurred for the disposal of Insured Property which has
   been condemned by a Public Health Authority as a result of an
   Accident for which the Insurers have admitted liability.

   Provided that the liability of the Insurers under this Extension shall
   not exceed the lesser of 10% (ten percent) of the Limit of Liability
   stated in the Schedule or £25,000.

2 Decontamination of Cold Chamber
   the cost incurred for the cleaning or decontamination of the
   cold chamber following an Accident for which the Insurers have
   admitted liability.

   Provided that the liability of the Insurers under this Extension shall
   not exceed the lesser of 10% (ten percent) of the Limit of Liability
   stated in the Schedule or £25,000.

3 Payments on Account
   payments as agreed between the Insured and the Insurers in
   advance of final settlement of a claim under this Policy where
   the Insurers have admitted liability.

4 Avoidance of Impending Damage
   the cost incurred by the Insured in taking exceptional measures
   that are reasonable to avoid or reduce impending loss or damage
   which would have resulted in a claim under this Policy.

   Provided that
   a   the impending damage did not arise from any defect in the
        refrigeration system cold chambers or electrical installation
        known prior to the occurrence of the Accident
   b   the impending damage did not arise from a reasonably
        foreseeable cause
   c   the damage would have been the natural outcome to be
        expected in the absence of the measures taken
   d   the insurers are satisfied that damage which would have
        been insured under this Policy has been avoided or reduced
        in consequence of the measures taken or would have been
        avoided or reduced had the measures taken been successful
   e   the liability of the Insurers shall not exceed 20% (twenty
        percent) of the Replacement Value of the goods.
### Exclusions

**This Policy does not cover**

1. **Excess**
   - the amount stated in the Schedule as the Excess in respect of each and every occurrence for which the Insured is indemnified by this Policy.

2. **Perils**
   - damage caused directly or indirectly by
     - a fire however caused
     - b fire extinguishing fluid
     - c explosion
     - d lightning earthquake storm tempest flood inundation water aircraft or other aerial devices or articles dropped therefrom
     - e subsidence or other ground movement or displacement
     - f theft or attempted theft
     - g riot strike lockout and civil commotion.
   
   > This Exclusion shall not apply to failure of the public supply of electricity.

3. **Electricity Supply**
   - damage in consequence of a failure or fluctuation of the supply of electricity directly or indirectly due to
     - a a deliberate act unless performed for the sole purpose of safeguarding life or protecting a part of the supply system
     - b a scheme of rationing unless necessitated solely by damage to the generating or supply distribution equipment
     - c drought
     - d the inability of the supplier to maintain the supply due to industrial action.

4. **Wilful Act or Wilful Negligence**
   - damage caused by the wilful act or wilful neglect of the Insured.

5. **Faulty Packing or Storage**
   - damage caused by faulty packing or storage.

6. **Trade Loss**
   - any form of trade loss.

7. **Unidentifiable Occurrence**
   - damage to the Insured Property unless identifiable by the Insured with a specific Accident which has been the subject of notification under the terms of Claims Condition 1.

8. **Other Consequential Loss**
   - liquidated damages penalties for delay or detention or in connection with guarantees of performance or efficiency or loss of use or any other form of consequential loss not specifically insured by this Policy.

9. **Transit or While Situated in Refrigerated Vehicle**
   - damage occurring while Insured Property is in transit or is situated in a refrigerated vehicle.
General Exclusions

This Policy does not cover

1 War and Kindred Risks
   a damage or cost directly or indirectly caused by war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection military or usurped power confiscation nationalisation requisition or destruction of or damage to property by order of the Government or any Public Municipal or Local Authority.
   b in the case of Insured Property outside Great Britain Northern Ireland the Isle of Man and the Channel Islands loss or damage directly or indirectly caused by warlike operations mutiny conspiracy martial law state of siege or any events or causes which determine the proclamation or maintenance of martial law or state of siege riot civil commotion strike lock-out persons taking part in labour disturbances or malicious persons acting on behalf of or in connection with any political organisation.

2 Radioactive Contamination
   damage or cost directly or indirectly caused by or contributed to by or arising from
   a ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
   b the radioactive toxic explosive or other hazardous or contaminating properties of any nuclear installation reactor or other nuclear assembly or nuclear component thereof
   c any weapon or other device utilizing radioactive material and/or matter and/or ionizing radiation and/or atomic or nuclear fission and/or fusion or other like reaction.

3 Terrorism
   damage or cost directly or indirectly caused by resulting from or in connection with
   a in respect of England Wales and Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987:
      i any Act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss
      ii any action taken in controlling preventing suppressing or in any way relating to any act of Terrorism
   b in respect of territories other than those stated in a above:
      i any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss
      ii any action taken in controlling preventing suppressing or in any way relating to any act of Terrorism
      iii riot or civil commotion in Northern Ireland
   In respect of b above an act of Terrorism means:
   Acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty’s government in the United Kingdom or any other government de jure or de facto.
   c in respect of territories other than those stated in a above:
      i any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss
      ii any action taken in controlling preventing suppressing or in any way relating to any act of Terrorism
      iii riot or civil commotion in Northern Ireland
   In respect of b above an act of Terrorism means:
   Any act including but not limited to the use of force or violence and/or the threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political religious ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear.

In any action suit or other proceedings where the Insurers allege that by reason of this Exclusion any loss damage or liability is not covered by this Policy (or is covered only up to a specified Limit of Liability) the burden of proving the contrary shall be on the Insured.

In the event any part of this Exclusion is found to be invalid or unenforceable the remainder shall remain in full force and effect.
General Exclusions  

**This Policy does not cover**

4 **E Risks**

An Accident caused directly or indirectly by damage to:

- **a** any computer or other equipment or component or system or item which processes stores transmits or retrieves data or
- **b** any part of a computer or other equipment or component or system or item which processes stores transmits or retrieves data whether tangible or intangible (including but without limitation any data information or programs or software) and whether part of the refrigeration system or not caused directly or indirectly by

i **Virus or Similar Mechanism**

Program code programming instruction or any set of instructions intentionally constructed with the ability to damage interfere with or otherwise adversely affect computer programs data files or operations whether involving self replication or not. This includes but is not limited to viruses trojan horses worms and logic bombs

ii **Hacking**

Unauthorised access to any computer or other equipment or component or system or item which processes stores transmits or retrieves data

but this Exclusion shall not apply to subsequent loss or damage arising from or caused by fire lightning explosion aircraft or other aerial devices or articles dropped therefrom riot civil commotion strikers locked out workers persons taking part in labour disturbances earthquake storm flood escape of water from any tank apparatus or pipe or impact by any road vehicle or animal which would but for the application of this Exclusion be insured by this Policy.

5 **Pollution or Contamination**

Damage or cost directly or indirectly caused by or contributed to by or arising from pollution or contamination.

This Exclusion shall not apply to cost arising from pollution or contamination of Insured Property or cold chambers caused directly by an Accident which is insured by this Policy.

6 **Computer Date Recognition**

An Accident directly or indirectly caused by or consisting of or arising from the failure of any computer or other equipment or system for processing storing or retrieving data whether the property of the Insured or not

- **a** correctly to recognise any date as its true calendar date
- **b** to capture save or retain and/or correctly to manipulate interpret or process any data or information or command or instruction as a result of treating any date otherwise than as its true calendar date
- **c** to capture save retain or correctly to process any data as a result of the operation of any command which has been programmed into any computer software being a command which causes the loss of data or the inability to capture save retain or correctly to process such data on or after any date

but this Exclusion shall not apply to subsequent loss or damage arising from or caused by fire lightning explosion aircraft or other aerial devices or articles dropped therefrom riot civil commotion strikers locked out workers persons taking part in labour disturbances malicious persons other than thieves earthquake storm flood escape of water from any tank apparatus or pipe or impact by any road vehicle or animal which would but for the application of this Exclusion be insured by this Policy.
Special Conditions

1 Temperature Readings
   a A log book will be maintained showing readings of the temperature in each cold chamber. The readings will be taken no less frequently than
      i every morning and afternoon on all working days and
      ii once during every non-working day.
   Provided that the interval between readings is no more than twenty four (24) hours.

   b Where continuous temperature monitoring and recording equipment is in use
      i evidence shall be provided that temperatures are manually read at the same frequency as above or
      ii the monitoring system shall include an alarm which will be activated should the recorded temperature be outside acceptable parameters and which is connected to an alarm receiving centre when the location is unattended.

2 Maintenance
   A contract will be kept in force providing for competent specialists to attend no less frequently than every six (6) months to maintain the refrigerating machinery and controls.
General Conditions

1 Survey and Risk Improvement – Subjectivity Condition
   It is a Condition of this Policy that
   a the Insurers have the right to carry out a survey of the risks insured at any time mutually agreed with the Insured
   b the Insured shall comply with all survey risk requirements stipulated by the Insurers within the completion time scales specified by the Insurers.

   In the event that a risk requirement is not completed or risk requirement procedures are not introduced within the completion time scales specified by the Insurers then the Insurers reserve the right to either continue cover subject to alteration of the terms and Conditions of such cover or to suspend cover effective from the expiry of any time period specified by the Insurers for completion/introduction of the required survey risk improvements until such risk requirement is completed or risk requirement procedures introduced.

   If the terms or Conditions of cover are amended by the Insurers then the Insured will have fourteen (14) calendar days to accept or reject the revised basis of cover.

   If the Insured elect to reject the revised basis of cover then the Insured will be entitled to a refund of premium provided that no claim has been made during the current Period of Insurance.

   If the Insurers exercise the right to suspend cover then the Insured will be entitled to a refund of premium in respect of such period that cover is suspended provided that no claim has been made during the current Period of Insurance.

   All other terms and Conditions of this Policy shall apply to the extent that they are not in conflict with this Condition.

2 Observance of Policy Terms
   The liability of the Insurers will be conditional on the Insured complying and as appropriate any other person entitled to indemnity complying as though they were the Insured with the terms of this Policy.

3 Fair Presentation of the Risk
   a The Insured must make a fair presentation of the risk to the Insurers at inception renewal and variation of the Policy.

   b The Insurers may avoid the Policy and refuse to pay any claims where any failure to make a fair presentation is
      i deliberate or reckless or
      ii of such other nature that if the Insured had made a fair presentation the Insurers would not have issued the Policy.

   The Insurers will return the premium paid by the Insured unless the failure to make a fair presentation is deliberate or reckless.

   c If the Insurers would have issued the Policy on different terms had the Insured made a fair presentation the Insurer will not avoid the Policy (except where the failure is deliberate or reckless) but the Insurers may instead
      i reduce proportionately the amount paid or payable on any claim the proportion for which the Insurers are liable being calculated by comparing the premium actually charged as a percentage of the premium which the Insurers would have charged had the Insured made a fair presentation and/or
      ii treat the Policy as if it had included such additional terms (other than those requiring payment of premium) as the Insurers would have imposed had the Insured made a fair presentation.

   For the purposes of this clause references to
   1 avoiding a Policy means treating the Policy as if it had not existed from the inception date (where the failure to make a fair presentation of the risk occurs before or at the inception of the Policy) the renewal date (where the failure occurs at renewal of the Policy) or the variation date (where the failure occurs when the Policy is varied)
   2 refunds of premium should be treated as refunds of premium back to the inception date renewal date or variation date as the context requires
   3 issuing a Policy should be treated as references to issuing the Policy at inception renewing or varying the Policy as the context requires.
4 Alteration In Risk
The Insured must notify the Insurers as soon as possible if during the Period of Insurance

a the business is wound up or carried on by a liquidator or receiver or permanently discontinued

b the interest of the Insured ceases other than by death

c there is any alteration to the facts or matters set out in the Schedule or otherwise comprising the risk presentation made by the Insured to the Insurers at inception renewal or variation of the Policy which materially increases the risk of loss damage or liability.

Upon being notified of any such alteration the Insurers may at their absolute discretion

i continue to provide cover under this Policy on the same terms

ii restrict the cover provided under this Policy

iii impose additional terms

iv alter the premium

v cancel the Policy.

If the Insured fails to notify the Insurers of any material alteration of the risk the Insurers may

1 treat the Policy as if it had come to an end as at the date of the alteration of the risk returning a proportionate amount of the premium for the unexpired Period of Insurance if the Insurers would have cancelled the Policy had they known of the increase in risk

2 treat the Policy as if it had contained such terms (other than relating to premium) or other restrictions (if any) from the date of the alteration in risk as the Insurers would have applied had they known of the increase in risk

3 reduce proportionately the amount paid or payable on any claim the proportion for which the Insurers are liable being calculated by comparing the premium actually charged as a percentage of the premium which the Insurers would have charged had they known of the increase in risk.

5 Reasonable Precautions
It is a condition precedent to the liability of the Insurers that

a the Insured shall take all reasonable precautions to safeguard the Insured Property against loss or damage and

b the Insured shall maintain the Insured Property in an efficient condition and take all reasonable steps to ensure that all Government and other regulations relating to the operation and use of the Insured Property are observed.

6 Cancellation
Other than where Claims Condition 3 applies the Insurers may cancel this Policy by giving the Insured thirty (30) calendar days notice in writing at their last known address. Provided the premium has been paid in full and no claim has been made during the Period of Insurance the Insured shall be entitled to a proportionate rebate of premium in respect of the unexpired period of the insurance.

If the premium for this Policy is paid by instalments and in the event that the Insured fails to pay one or more instalments whether in full or in part the Insurer may cancel the Policy by giving the Insured fourteen (14) calendar days notice in writing at their last known address.

7 Declarations
Where the premium is a deposit and has been calculated on estimates of Replacement Values supplied by the Insured they shall keep an accurate record of the Replacement Values for which estimates have been given. The record shall be supplied to the Insurers within one month following expiry of the Period of Insurance to enable the adjustment of premium to be calculated.

8 Adjustment of Premium
If the premium calculated on the basis agreed between the Insurers and the Insured on the declarations made for the Period of Insurance exceeds or falls short of the deposit then the Insured shall pay or the Insurers shall refund the difference as the case may be subject to a minimum retention by the Insurers of 75% (seventy five percent) of the deposit or the minimum annual premium retention shown in the Schedule whichever is the greater.
General Conditions continued

9 Law and Language Applicable
Unless the Insurers agree otherwise

a the language of the Policy and all communications relating to it will be in English and

b all aspects of the Policy including negotiation and performance are subject to English law and the decisions of English courts.

10 Assignment
The Insured shall not assign any of the rights or benefits under this Policy without the prior written consent of the Insurer. The Insurer will not be bound to accept or be affected by any notice of trust charge lien or purported assignment or other dealing with or relating to this Policy.

11 Conditions Precedent
If the Insured does not comply with any part of any condition which makes payment of a claim conditional upon compliance with it (a condition precedent) the Insurers will not pay for any claim except that where the condition concerned

a operates only in connection with particular premises or Locations the Insurers will pay for claims arising out of an event occurring at other premises or Locations which are not specified in the condition

b operates only at particular times the Insurers will pay for any claim where the Insured shows on the balance of probabilities that its non-compliance with the condition did not cause or contribute to the loss damage or liability which occurred

c would if complied with tend to reduce particular types of loss damage or as the context may require liability the Insurers will pay for any claim where the Insured shows on the balance of probabilities that its non-compliance with the condition did not cause or contribute to the loss damage or liability which occurred.
1 Claims Procedures
In the event of any occurrence giving rise or likely to give rise to a claim under this Policy it is a condition precedent to the liability of the Insurers that the Insured shall

   a at their own expense deliver to the Insurer
      i within thirty (30) calendar days after such occurrence (twenty eight (28) calendar days in the case of loss or damage by riot civil commotion strikers locked-out workers persons taking part in labour disturbances malicious persons or theft) or such further time as the Insurer may allow in writing
         1 full information in writing of the Insured Property and the amount of loss or damage
         2 details of any other insurances on the Insured Property covered by this Policy
      ii all such proof and information relating to the claim as may reasonably be required
      iii if required a statutory declaration of the truth of the claim and of any matters connected with it

   b keep any damaged Insured Property for inspection by the representatives of the Insurers or until a condemnation certificate has been issued by a Public Health Authority

   c in the case of Insured Property lost stolen or wilfully damaged take all steps (including immediate notice to the Police) to discover any guilty person and recover the property

   d carry out and permit to be taken reasonable action to prevent further damage

   e in the case of any claim made against the Insured by any third party forward every claim writ or other document immediately and unacknowledged to the Insurers

   f not pay or offer or agree to pay any money or make any admission of liability without the prior consent of the Insurers

   g furnish at their own expense all particulars and information as the Insurers require including a condemnation certificate

   h allow the Insurers in the name of and on behalf of the Insured to take over and during such periods as they think proper to have the absolute conduct and control of all negotiations and proceedings which may arise in respect of any claim and its settlement and the Insured shall give the Insurers all necessary assistance for that purpose.

2 Options for Claims Settlement
   a The Insurers may at their option replace what is damaged or pay for the damage in money.

   If any Insured Property is to be replaced by the Insurers the Insured shall at their own expense provide all documents books and information as may reasonably be required.

   The Insurers shall not be bound to replace exactly but only as circumstances permit and in a reasonably sufficient manner.

   b The Insured shall not be entitled to abandon any property to the Insurers whether taken into the possession of the Insurers or not.

3 Fraud
If the Insured or anyone acting on the Insured’s behalf

   a makes any false or fraudulent claim

   b makes any exaggerated claim

   c supports a claim by false or fraudulent documents devices or statements (whether or not the claim is itself genuine) or

   d makes a claim for loss or damage which the Insured or anyone acting on the Insured’s behalf deliberately caused

the Insurers will
   i refuse to pay the whole of the claim and
   ii recover from the Insured any sums that they have already paid in respect of the claim.

The Insurers may also notify the Insured that they will be treating the Policy as having terminated with effect from the date of the earliest of any of the acts set out in sub-clauses a – d above. In that event the Insured will

   1 have no cover under the Policy from the date of the termination and

   2 not be entitled to any refund of premium.

4 Average
If the Insured Property shall at the time of any damage be of greater Replacement Value than 133 1/3 % (one hundred and thirty three and a third percent) of the Limit of Liability then the Insured shall be considered as being his own insurer for the difference between the Limit of Liability and the Replacement Value and shall bear a rateable share of the amount of the damage.
5 **Subrogation**

Any claimant under this Policy shall at the request and expense of the Insurers take or permit to be taken all necessary steps for enforcing rights against any other party in the name of the Insured before or after any payment is made by the Insurers.

6 **Other Insurances**

The Insurers will not indemnify the Insured in respect of damage or cost which is insured by or would but for the existence of this Policy be insured by any other policy except in respect of any excess beyond the amount payable under such other policy or which would have been payable under such other policy had this insurance not been effected.

7 **Arbitration**

If any difference arises as to the amount to be paid under this Policy the difference shall be referred to an arbitrator to be appointed by the parties in accordance with statutory provisions. Where any difference is by this Condition to be referred to arbitration the making of the award shall be a condition precedent to any right of action against the Insurers.
Complaints Procedure

Our aim is to get it right, first time every time. If you have a complaint we will try to resolve it straight away but if we are unable to we will confirm we have received your complaint within five working days and do our best to resolve the problem within four weeks. If we cannot we will let you know when an answer may be expected.

If we have not resolved the situation within eight weeks we will issue you with information about the Financial Ombudsman Service (FOS) which offers a free, independent complaint resolution service.

If you have a complaint, please contact our Customer Satisfaction Manager at:

Customer Satisfaction Manager, Allianz Engineering, Head Office
Haslemere Road, Liphook, Hampshire, GU30 7UN

Telephone: 01428 722407
Fax: 01428 724824
Email: customer.satisfaction@allianz.co.uk

You have the right to refer your complaint to the Financial Ombudsman, free of charge – but you must do so within six months of the date of the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.


Website: www.financial-ombudsman.org.uk
Telephone: 0800 0234567 or 0300 1239123
Email: complaint.info@financial-ombudsman.org.uk

Using our complaints procedure or contacting the FOS does not affect your legal rights.

The European Commission has an online dispute resolution service for consumers who have a complaint about a product or service bought online. If you choose to submit your complaint this way it will be forwarded to the Financial Ombudsman Service.

Visit https://ec.europa.eu/odr to access the Online Dispute Resolution Service. Please quote our e-mail address: customer.satisfaction@allianz.co.uk.

Alternatively, you can contact the Financial Ombudsman Service directly.

Notifying a Claim

Claims under this Policy should be notified to the Insurers in accordance with the Claims Conditions of the Policy at the following Allianz Office.

Please provide your Policy number and as much information as possible about the claim:

Allianz Engineering
Claims Department
Haslemere Road
Liphook
Hampshire
GU30 7UN

Tel: 01483 265825
Email: claims@allianzengineering.co.uk

Lines are open from 9am to 5pm Monday to Friday

Financial Services Compensation Scheme

Allianz Insurance plc contributes to the Financial Services Compensation Scheme (FSCS).

You (the Insured) may be entitled to compensation from the FSCS if we (the Insurers) are unable to meet our liabilities. Further information about compensation scheme arrangements is available at www.fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on 0800 678 1100 or 0207 741 4100.

Visit https://ec.europa.eu/odr to access the Online Dispute Resolution Service. Please quote our e-mail address: customer.satisfaction@allianz.co.uk.

Alternatively, you can contact the Financial Ombudsman Service directly.
Fair Processing Notice – how we use personal information

1. Who we are

When we refer to "we", "us" and "our" in this notice it means Allianz Insurance plc or Allianz Engineering Inspection Services Limited.

When we say, "individuals" in this notice, we mean anyone whose personal information we may collect, including:
- anyone seeking an insurance quote from us or whose details are provided during the quotation process
- policyholders and anyone named on or covered by the policy
- anyone who may benefit from or be directly involved in the policy or a claim, including claimants and witnesses.

2. How we use personal information

We use personal information in the following ways:
- to provide quotes, administer policies and policyholder claims to fulfil our contract
- to administer third party claims and prevent financial crime to meet our legal obligations
- to manage our business and conduct market research to meet the legitimate needs of our business
- to send marketing information about our products and services if we have received specific consent.

There is no obligation to provide us with personal information, but we cannot provide our products and services without it.

Anyone whose personal information we hold has the right to object to us using it.
They can do this at any time by telling us and we will consider the request and either stop using their personal information or explain why we are not able to.
Further details can be found below.

3. Automated decision making, including profiling

We may use automated decision making, including profiling, to assess insurance risks and administer policies. This helps us decide whether to offer insurance, determine prices and validate claims.

Anyone subject to an automated decision has the right to object to it. To do so they should contact us by emailing us at acccsm@allianz.co.uk and we will review the decision.

4. The personal information we collect

We collect the following types of personal information so we can complete the activities in section 2, “How we use personal information”:
- basic personal details such as name, age, address and gender
- family, lifestyle and social circumstances, such as marital status, dependants and employment type
- financial details such as direct debit or payment card information
- photographs and/or video to help us manage policies and assess claims
- tracking and location information if it is relevant to the insurance policy or claim
- identification checks and background insurance risk details including previous claims information
- medical information if it is relevant to the insurance policy or claim
- criminal convictions if it is relevant to the insurance policy or claim
- accessibility details if we need to make reasonable adjustments to help
- business activities such as goods and services offered.

5. Where we collect personal information

Direct from individuals, their representatives or information they have made public, for example, on social media.

From other persons or organisations, for example:
- credit reference and/or fraud prevention agencies
- emergency services, law enforcement agencies, medical and legal practices
- insurance industry registers and databases used to detect and prevent insurance fraud, for example, the Motor Insurance Database (MID), the Motor Insurers Anti-Fraud and Theft Register (MIAFTR) and the Claims and Underwriting Exchange (CUE)
- insurance investigators and claims service providers
- other insurers or service providers who underwrite the insurance or provide the services for our products
- other involved parties, for example, claimants or witnesses.
6. Sharing personal information

We may share personal information with:
- other companies within the global Allianz Group www.allianz.com
- credit reference, fraud prevention and other agencies that carry out certain activities on our behalf, for example, the Motor Insurance Database (MID), the Insurance Fraud Bureau (IFB) and marketing agencies if agreed
- our approved suppliers to help deal with claims or provide our benefit services, for example, vehicle repairers, legal advisors and loss adjusters
- other insurers, third party underwriters, reinsurers, insurance intermediaries, regulators, law enforcement and the Financial Ombudsman Service (FOS); and other companies that provide services to us or you, for example, the Employers Liability Tracing Office (ELTO) and the Claims and Underwriting Exchange (CUE)
- prospective buyers in the event that we wish to sell all or part of our business.

7. Transferring personal information outside the UK

We use servers located in the European Union (EU) to store personal information where it is protected by laws equivalent to those in the UK. We may transfer personal information to other members of the global Allianz Group to manage the insurance policy or claim; this could be inside or outside the EU. We have Binding Corporate Rules (BCR’s) which are our commitment to the same high level of protection for personal information regardless of where it is processed. These rules align with those required by the European Information Protection authorities. For more information about BCR’s, contact our Data Protection Officer.

Some of our suppliers have servers outside the EU. Our contracts with these suppliers require them to provide equivalent levels of protection for personal information.

8. How long we keep personal information

We keep information only for as long as we need it to administer the policy, manage our business or as required by law or contract.

9. Know your rights

Any individual whose personal information we hold has the right to:
- object to us processing it. We will either agree to stop processing or explain why we are unable to (the right to object)
- ask for a copy of their personal information we hold, subject to certain exemptions (a data subject access request)
- ask us to update or correct their personal information to ensure its accuracy (the right of rectification)
- ask us to delete their personal information from our records if it is no longer needed for the original purpose (the right to be forgotten)
- ask us to restrict the processing of their personal information in certain circumstances (the right of restriction)
- ask for a copy of their personal information, so it can be used for their own purposes (the right to data portability)
- complain if they feel their personal information has been mishandled. We encourage individuals to come to us in the first instance but they are entitled to complain directly to the Information Commissioner’s Office (ICO) www.ico.org.uk
- ask us, at any time, to stop processing their personal information, if the processing is based only on individual consent (the right to withdraw consent).

If you wish to exercise any of these rights please contact our Customer Satisfaction Manager:

Address: Customer Satisfaction Manager, Allianz, 57 Ladymead, Guildford, Surrey, GU1 1DB
Email: accsrm@allianz.co.uk
Phone: 01483 552438

10. Allianz (UK) Group Data Protection Officer Contact details

Allianz Insurance plc and Allianz Engineering Inspection Services Limited are companies within the Allianz Holdings.

Any queries about how we use personal information should be addressed to our Data Protection Officer:

Address: Data Protection Officer, Allianz, 57 Ladymead, Guildford, Surrey GU1 1DB
Email: dataprotectionofficer@allianz.co.uk
Phone: 0330 102 1837
Changes to our Fair Processing Notice

Occasionally it may be necessary to make changes to this fair processing notice. When that happens we will provide an updated version at the earliest opportunity. The most recent version will always be available on our website www.allianz.co.uk.

Consent for Special Categories of Personal Data

The global Allianz Group may need to collect and process data relating to individuals who may benefit from the policy (“Insured Persons”), which falls within the special categories of personal data under Data Protection Legislation, for example, medical history or convictions of Insured Persons for the purpose of evaluating the risk and/or administering claims which may occur. You must ensure that you have explicit verbal or written consent from the Insured Persons to such information being processed by the global Allianz Group and that this fact is made known to the Insured Persons.

By applying for and/or entering into this insurance policy you will be deemed to specifically consent to the use of the Insured Persons Personal Data in this way and for these purposes and that your directors, officers, partners, and employees have consented to the global Allianz Group using their details in this way.
Allianz Engineering also provides the following covers:

**Machinery**
- All Machinery
- Machinery Movement
- Machinery Options
- Property Engineering

**Contractors**
- Contractors Plant
- Contractors All Risks
- Erection All Risks

**Electronics**
- Computer
- Electronic Equipment

**Consequential Loss**
- Machinery Business Interruption