

First Ireland Data Protection Policy

First Ireland considers that protecting personal information is very important and we recognise that you have an interest in how we collect, use and share such information. We recommend that you carefully read this Data Protection Policy, which outlines how we use and protect your information.

First Ireland abides by the Data Protection Acts 1988 and 2003. We will treat all information we hold about you as private and confidential even when you are no longer a customer. All personal data you provide will be held securely and in accordance with the Data Protection Legislation.

By providing us with the information you consent to all of the information being used, processed, disclosed and retained as set out herein.

We will use your personal data for the purposes for which you have provided it. We may however disclose personal data to a third party such as Insurance companies or agencies from whom we offer insurance products, or in the course of handling any claims so that the service you requested can be provided. Where we choose to have certain services provided by third parties, we do so in accordance with the applicable law and take reasonable precautions regarding the practices employed by the service provider to protect personal information.

We may need to collect sensitive personal information relating to you and anyone else to be named on the policy/residing in your household such as convictions, medical conditions to process your application. Your information may also be used for marketing, offering renewals, research/statistical purposes and crime prevention. If you give us information including sensitive personal information about another person, in doing so you confirm that they have given you permission to provide it to us to process their personal data and you have explained to them who we are and what we will use the data for as set out herein.

All your calls, both inbound and outbound, may be recorded in order to ensure accuracy in the communications of instructions to us. We may also record telephone calls for training, prevention of fraud, complaints and to improve customer satisfaction. Our recordings shall be and remain our sole property.

You have the right of access to the personal data held about you by First Ireland by sending a written request to the Data Protection Officer, First Ireland Insurance, First Ireland House, 15 Parkgate Street, Dublin 8, and on payment of a fee of €6.35. You also have the right to require First Ireland to correct any inaccuracies in the information we hold about you.

We may retain your details to provide you with a motor insurance quotation at the time of your annual renewal date. If you do not wish to be contacted please email help@firstireland.ie with the word 'Opt Out' in the subject line and your last quote reference.

The information that you provide to First Ireland will be held on a computer, computer database, e-mail, imaged documents, files, telephone recording, CCTV and letter and/or in any other way.

First Ireland will use this information to (i) administer and process any products /services you have purchased from us, (ii) administer any future agreements we may have with you, (iii) manage any claim notified by you or by a third party and (iv) for client services, research and statistical analyses. When considering a proposal or administering your insurance contract(s), handling claims, or making decisions regarding premium finance arrangements, including whether to continue or to extend an

existing premium finance agreements, First Ireland may carry out searches (for the purpose of verifying your identity and driving experience) and/or a credit search with one or more licensed credit reference agencies.

It is envisaged that we may from time to time telephone you to discuss the renewal terms of an existing policy, to offer you a quotation for motor and home insurance cover, to discuss a quotation already provided, customer survey or in connection with a claim. We may also contact you with occasional relevant offers for protection products which we think may be of interest to you, by phone, post, email or text message, including after you have held a policy with us. We will always offer you the opportunity to unsubscribe from such contacts. We will not make calls to you before 9 am or later than 9pm Monday to Saturday, or on Sundays, bank holidays / public holidays, other than at your request.

Non Disclosure Warning

You are under a duty to tell us all facts likely to influence how we assess and recommend a product for you and if we accept your proposal. If you do not, the Insurance company may cancel your policy, declare the contract to be void and refuse to pay any claim under the policy as well as any other rights we may have under the policy. It is your own interest to mention these facts. If you are in any doubt whether certain facts are important, please ask us.

Before completing your quote, you must ensure that you have any drivers consent to our use and sharing of any personal/sensitive data.

We also strongly recommend you read our Terms of Business.

[For further Client Information please click here for our Client Information Notice](#)