

Data Protection Notice



This notice is to inform you that ARO Underwriting Group Limited has become a data controller for your personal data.

Aro Underwriting Group is a fully approved Lloyd's cover holder with Lloyd's and UK Company Capacity for various Commercial products. Our products are supported by a panel of 'A' rated Insurers, across Commercial (Commercial Combined, Property, Liability); Package (Office, Retail, Tradesmen); and Property Owners (Residential Landlord, Blocks of Flats, Commercial Property Owners).

This notice applies to our business and insurance partners e.g., insurance intermediaries, brokers, cover holders, insurers, and reinsurers. If you are a policy holder you can view our main privacy policy here [ARO-PRIVACY-POLICY-V1.0.pdf \(aro-underwriting.com\)](#)

Categories of Personal Data Processed and Purpose

Name, Email Address and Telephone Number (Business contact details)

Aro Underwriting processes this information for direct marketing purposes to contact you in relation to relevant products or services, for our legitimate interest of developing our business.

How we collect your data

Aro Underwriting collects details on our business and insurance partners from a variety of sources such as:

- face-to-face (directly from you);
- by telephone;
- by email;
- from publicly available sources including but not limited to internet search engines, public records and registers and social media (e.g., LinkedIn and Twitter);

How we Process your Personal Data and the Legal Basis

If you are one of our business and insurance partners, we may contact you in relation to relevant products or services, for our legitimate interest of developing our business. We can do this via e-mail or, we connect to you on LinkedIn and/or to send you messages on LinkedIn. If you are not yet one of our business and insurance partners, we will only contact you, for example via e-mail or LinkedIn, with offers or about our products or services. When we contact you in this context via e-mail, you always have an opportunity to opt out at any moment by following the instructions in the e-mail or by contacting us using the contact details.

We may use pixels within our marketing emails to enable us to see whether the email was delivered and accessed to provide us with insights into the performance of our campaigns so we can provide you with more relevant content at optimum times.

How long do we keep your Personal Data

We will always only keep your data for as long as we reasonably need it for the purpose(s) listed above. We intend to process the information we have about you for so long as it is accurate or until you instruct us to refrain from processing it. We seek to verify the accuracy of our information as frequently as possible and to remove information that we learn to be inaccurate.

Your rights

You have the right to request that Aro Underwriting (1) provide you with access to your personal information, (2) rectify or correct your personal information, (3) erase your personal information, or (4) restrict processing of your personal information. You also have (5) the right to object to processing and to lodge a complaint with the appropriate supervisory authority which in the UK is the Information Commissioner's Office (ICO).

Contacting Us

If you have any questions about how we collect, store, or use your personal information, you may contact Aro at:

Aro Underwriting Group Ltd
Sackville House
55 Buckhurst Avenue
Sevenoaks
Kent
TN13 1LZ
Tel: 01732 783575
Email: dataprotection@aro-underwriting.com

Contacting the Information Commissioner's Office (ICO)

You have a right to complain directly to the Information Commissioner's Office (ICO) if you believe we are in breach of applicable data protection laws and regulations relating to the use of your personal information. The ICO contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone:
0303 123 1113 (local rate)
01625 545 745 (national rate)
<https://ico.org.uk/make-a-complaint/>