

Purpose of processing	Type of information collected	Legal grounds	Disclosures
Inception			
Establishing a client relationship, including fraud, anti-money laundering and sanctions checks	<ul style="list-style-type: none"> Individual details Risk details Policy information Credit and anti-fraud data Special categories of personal data 	<ul style="list-style-type: none"> Performance of our contract with the individual (if he/she is the client) Compliance with a legal obligation Legitimate interests of Hamilton Bond (to ensure that the client is within our acceptable risk profile and to assist with the prevention of crime and fraud) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> Substantial public interest (Insurance purposes) 	<ul style="list-style-type: none"> Anti-fraud databases
Checking credit where we are taking any credit risk	<ul style="list-style-type: none"> Individual details Credit and anti-fraud data Special categories of personal data 	<ul style="list-style-type: none"> Legitimate interests of Hamilton Bond (to ensure that the client is within our acceptable risk profile and to assist with the prevention of crime and fraud) 	<ul style="list-style-type: none"> Credit reference agencies
Claims processing			
Managing insurance claims	<ul style="list-style-type: none"> Individual details Identification details Financial information Policy information Credit and anti-fraud data Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Performance of our contract with the individual (if he/she is the client) Legitimate interests of Hamilton Bond (to assist our clients in assessing and making claims and recovering amounts under the relevant insurance policies) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> Substantial public interest (Insurance purposes) 	<ul style="list-style-type: none"> Insurers Claims handlers Lawyers Loss adjusters Experts Third parties involved in handling or otherwise addressing the claim, such as health care professionals

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Claims processing cont.			
Valuation of claims, including arranging visits to assess relevant claims	<ul style="list-style-type: none"> Individual details Identification details Financial information Policy information Credit and anti-fraud data Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Performance of our contract with the individual (if he/she is the client) Legitimate interests of Hamilton Bond (to assist our clients by valuing their loss) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> Substantial public interest (insurance purposes) 	<ul style="list-style-type: none"> Insurers Claims handlers Lawyers Loss adjusters Other third parties
Defending or prosecuting legal claims and recovering payments on behalf of client	<ul style="list-style-type: none"> Individual details Identification details Financial information Policy information Credit and anti-fraud data Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Performance of our contract with the individual (if he/she is the client) Legitimate interests of Hamilton Bond (to assist our client in assessing and making claims) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> To establish, defend or prosecute legal claims 	<ul style="list-style-type: none"> Insurers Claims handlers Lawyers Loss adjusters Experts Third parties involved in handling or otherwise addressing the claim, such as health care professionals
Investigating and prosecuting fraud or possible criminal offences	<ul style="list-style-type: none"> Individual details Identification details Credit and anti-fraud data Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Performance of our contract with the individual (if he/she is the client) Legitimate interests of Hamilton Bond (to assist with the prevention and detection of fraud) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> To establish, defend or prosecute legal claims Substantial public interest (Insurance purposes) 	<ul style="list-style-type: none"> Insurers Lawyers Law Enforcement Authorities Experts Other insurers Anti-fraud databases Third parties involved in the investigation or prosecution, such as private investigators

Purpose of processing	Type of information collected	Legal grounds	Disclosures
Throughout the insurance lifecycle			
Marketing analytics, sending marketing materials and communications including data de-identification and/or aggregation	<ul style="list-style-type: none"> Individual details 	<ul style="list-style-type: none"> Legitimate interests of Hamilton Bond (to send marketing communications about Hamilton Bond's services and offerings by post, telephone and in other circumstances where we don't require your consent) Consent (where required in limited circumstances) 	<ul style="list-style-type: none"> Insurers Group companies
Carrying out customer satisfaction surveys and market research	<ul style="list-style-type: none"> Individual details 	<ul style="list-style-type: none"> Legitimate interests of Hamilton Bond (to ensure quality of delivery of our services and to improve our future products and services offering) 	<ul style="list-style-type: none"> Third party market research companies
Transferring books of business, company sales and reorganisations	<ul style="list-style-type: none"> Individual details Identification details Financial information Risk details Policy information Credit & anti-fraud data Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Legitimate interests of Hamilton Bond (to structure our business appropriately) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> Substantial public interest (Insurance purposes) In certain circumstances, consent 	<ul style="list-style-type: none"> Group companies Courts Purchaser (potential and actual)
General risk modelling	<ul style="list-style-type: none"> Individual details Risk details Policy information Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Legitimate interests of Hamilton Bond (to build risk models that allow placing of risk with appropriate insurers) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> Substantial public interest (Insurance purposes) 	<ul style="list-style-type: none"> Insurers Clients and prospects Group companies

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Throughout the insurance lifecycle cont.			
Analytics include the de-identification of personal data for the purposes of analytics	<ul style="list-style-type: none"> Individual details Identification details Risk details Policy information Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Legitimate interests of Hamilton Bond (to improve the way we run our business and to enhance our risk models) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> Substantial public interest (Insurance purposes) 	<ul style="list-style-type: none"> Insurers Clients and prospects Group companies
Complying with our legal or regulatory obligations	<ul style="list-style-type: none"> Individual details Identification details Financial information Risk details Policy information Credit and anti-fraud data Previous and current claims Special categories of personal data 	<ul style="list-style-type: none"> Compliance with a legal obligation Legitimate interests of Hamilton Bond (to take pre-emptive steps to ensure legal and regulatory compliance) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> To establish, defend or prosecute legal claims 	<ul style="list-style-type: none"> Insurance, data protection and other regulators Law Enforcement Authorities Insurers Auditors
Website activities			
To communicate with you regarding any queries you raise via the website	<ul style="list-style-type: none"> Individual details Identification details 	<ul style="list-style-type: none"> Legitimate interests of Hamilton Bond (to correspond with website users) 	
To monitor your interaction with the website to ensure service quality, compliance with procedures and to combat fraud	<ul style="list-style-type: none"> Individual details Identification details 	<ul style="list-style-type: none"> Compliance with a legal obligation Legitimate interests of Hamilton Bond (to ensure the quality and legality of our online services) <p>For processing criminal records data:</p> <ul style="list-style-type: none"> Substantial public interest (preventing fraud) 	<ul style="list-style-type: none"> Third parties undertaking online monitoring Anti-fraud databases

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Website activities			
To ensure the website content is relevant and presented in the most effective manner for you and your device	<ul style="list-style-type: none"> • Individual details • Identification details 	<ul style="list-style-type: none"> • Legitimate interests of Hamilton Bond (to provide clients, beneficiaries and claimants with content and services on the website) 	