



askMID OVL Website Terms of Use & Privacy Policy

1 Terms of Use

Please read these Terms of Use carefully and make sure you understand them before using this website and the Service (as defined in section below) as they (together with the documents referred to in them) apply directly to your use of the Service via this website <https://ownvehicle.askmid.com/> (this “**Website**”) and tell you the legal terms on which you may make use of the Service. Use of the Service includes accessing and browsing this website. By using the Service, you agree to be bound by all of the following Terms of Use.

MIB recommends that you print a copy of these Terms of Use or save them to your computer for future reference.

If you do not accept these Terms of Use and do not intend to be bound by them, you may not use this Website or the Service and should exit immediately.

These Terms of Use, and any contract between us in relation to the Service, are only in the English language.

This Website and the Service are operated by the Motor Insurers' Bureau (“MIB”) (registered in England and Wales under company number 00412787) and Motor Insurers' Information Centre (“MIIC”) (registered in England and Wales under company number 03682840) the registered office of both being Linford Wood House, 6-12 Capital Drive, Linford Wood, Milton Keynes, MK14 6XT. MIB's VAT number is GB 991 2548 92.

MIB reserves the right in its absolute discretion, without reason and without liability to suspend or block you from this Website with immediate effect and without notice.

Without limitation to the provisions of these Terms of Use unless otherwise agreed in writing between you and MIB, the Service shall NOT be used in any way by you for the purposes and or provision of commercial services.

2 Other Applicable Terms

These Terms of Use refer to the following additional terms, which also apply to your use of the Service:

- MIB's Acceptable Use Policy in paragraph 23;
- MIB's Privacy Policy in paragraphs 24 to 33 set out below, which sets out the terms on which MIB processes any personal data MIB collects from you, or that you provide to MIB. By using this Website, you consent to such processing and you warrant that all data provided by you is accurate;
- MIB's Cookie Policy which sets out information about the cookies on this Website.



3 UK Use

Use of the Service is intended for residents of the United Kingdom only and complies with appropriate UK legislation and regulation. MIB makes no representation that any of the information contained within the Service is available or appropriate for use in any other country or jurisdictions.

4 The Service

The Service is the means by which you may have access to some of the information held on the Motor Insurance Database (MID).

Access to MID via this facility is provided to enable individuals to conduct ad-hoc searches **to check whether a vehicle is on the MID at the time of making an Enquiry (as defined in Clause 5 below).**

Please note that access to the Service will be monitored by MIB and you may (at MIB's sole discretion) be restricted from access to this Website and or the Service due to (without limitation) attempted regular access.

5 How the Contract is fixed between you and MIB

Access to the Service will be granted to you only upon MIB establishing the relevant Service account in accordance with the provisions of this Clause 5 as MIB, at its absolute discretion, requires.

Save to the extent not permitted by law, MIB shall have the absolute right to limit or withdraw, without liability, your access to the Service and this Website at any time without reason and retrieve information from any equipment used to access the Service as MIB deems necessary to comply with any relevant laws and or regulations, recommendations or orders; to protect its security and or enforce the provisions of these Terms of Use.

To access the Service, you must follow the instructions and complete the relevant details requested at <http://ownvehicle.askmid.com/> (the "Registration").

Acknowledgement of the Registration does not constitute acceptance of your Registration. Registration constitutes an offer from you to MIB to access the Service. All Registrations are subject to acceptance by MIB and MIB will confirm such acceptance (if appropriate) in writing, including electronic communication on this Website by the provision of the Service (the "Services Confirmation").

Please note that these Terms of Use shall relate only to those services which MIB has confirmed in the Services Confirmation.



If you are a consumer, MIB is under a legal duty to ensure that the provision of the Service is in conformity with this contract. As a consumer, you have legal rights in relation to the Service that are faulty or not as described. These legal rights are not affected by your right of cancellation and refund or anything else in these Terms of Use. Advice about your legal rights is available from your local Citizen's Advice Bureau or Trading Standards office.

An "Enquiry" means the electronic submission by you of the necessary mandatory fields on <http://ownvehicle.askmid.com/>. MIB is not an internet service provider. You are responsible for the payment of the fees charged by your internet service provider.

6 Availability of the Service

The Service is made available free of charge.

MIB does not guarantee that the Service, or any content on this Website, will always be available or be uninterrupted. Access to the Service is permitted on a temporary basis. MIB may suspend, withdraw, discontinue or change all or any part the Service (including this Website) without notice. MIB will not be liable to you if for any reason the Service (including this Website) is unavailable at any time or for any period.

You are responsible for making all arrangements necessary for you to have access to the Service. MIB is not an internet service provider. You are responsible for the payment of the fees charged by your internet service provider.

You are also responsible for ensuring that all persons who access this Service and or Website through your internet connection are aware of these Terms of Use and other applicable terms and conditions, and that they comply with them.

7 Changes to this Website

MIB may update this Website from time to time, and may change the content of this Website at any time, without liability. However, please note that any of the content on this Website may be out of date at any given time, and MIB is under no obligation to update it.

MIB does not guarantee that this Website, or any content on it, will be free from errors or omissions.

8 Use of the Service

We permit that you use the Service:



- if you are within the United Kingdom;
- to check whether a vehicle is insured on MID at the time of making the Enquiry;
- if you are entitled to make the search for one or more of the following reasons:
 - a) the vehicle is either registered / owned / insured by you or your employer,
 - b) you are permitted to drive the vehicle,
 - c) you are an Insurance Broker or agent and acting on behalf of your client.

The above is the “Permitted Purpose”.

Any Enquiry must be:

- for the Permitted Purpose,
- submitted electronically to the Service in the manner and format prescribed by MIB; and
- regarding a third party vehicle registration number.

You confirm that:

- you have the authority and capacity to enter into binding contracts on your behalf;
- if you are a consumer, you are at least 18 years old and have obtained the age of majority in the state or country in which you live. Please note if you are a consumer, you may only order the Service if you are at least 18 years old;
- you have full legal authority to receive the Service and that the answers provided by you to MIB in relation to any questions asked by MIB or declarations required by MIB were full, true and accurate in all respects;
- where an Enquiry is made for the Permitted Purpose, it shall make such Enquiry only in respect of the (one) date to which the Enquiry relates;
- you will make all Enquiries (directly or indirectly) within your legal entitlement only;
- you will not do any act that puts MIB in breach of its obligations under the Data Protection Act 1998 (and related legislation).

9 Indemnity from you in Favour of MIB

To the fullest extent permitted by law and without prejudice to any other rights available to MIB, you hereby agree to indemnify MIB fully and without limit for any losses, costs, expenses or damages (including amounts paid in settlement, out of pocket expenses, interest, penalties, sanctions and all legal and other professional costs and expenses) incurred by or suffered by MIB in relation to or as a result of any breach by you of any of these Terms of Use.



10 MIB's limitation of liability

Nothing in these Terms of Use excludes or limits MIB's liability for death or personal injury arising from its negligence, or MIB's fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

MIB shall use its reasonable endeavours to ensure the accuracy of the provision of the Service to you, however you acknowledge that information is provided to MIB by third parties and that MIB makes no warranty, whether express or implied as to the accuracy, completeness, availability or fitness for the Permitted Purpose of the provision of the Service. To the extent permitted by law, MIB excludes all conditions, warranties, representations or other terms which may apply to this Service or any content on this Website, whether express or implied.

Whilst MIB takes reasonable care in the preparation of the Service (including this Website) it is not liable for any errors, omissions or misleading statements. You acknowledge that you are solely responsible for the use to which you put the Service and all results and information you obtain from it. MIB will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

- use of or inability to use, the Service (including this Website); or
- use of or reliance on any content displayed on the Services (including this Website).

If you are a business user, please note that in particular, MIB will not be liable for:

- loss of profits, sales, business, or revenue;
- business interruption;
- loss of anticipated savings;
- loss of business opportunity, goodwill or reputation; or
- any indirect or consequential loss or damage.

The maximum aggregate liability of MIB under or in connection with these Terms of Use in respect of all claims by you against MIB giving rise to the liability of MIB whether for breach of contract, negligence or other tort or breach of statutory duty or otherwise shall not exceed the sum of £500.00.

If MIB fails to comply with these Terms of Use, MIB may be responsible for loss or damage you suffer that is a foreseeable result of MIB's breach of these Terms of Use or MIB's negligence, but MIB is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of MIB's breach or if it was contemplated by you and MIB at the time we entered into this contract.

MIB will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer



programs, data or other proprietary material due to your use of the Service or to your downloading of any content on it, or on any website linked to it.

If you are a consumer, your legal rights in relation to the quality of the Service set out in these Terms of Use are in addition to, and not affected by, the provision of Clause 11.

Advice about your legal rights is available from your local Citizens Advice Bureau or Trading Standards office.

11 No Reliance on Information

The content on this Website is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on this Website.

Although MIB makes reasonable efforts to update the information on this Website, MIB make no representations, warranties or guarantees, whether express or implied, that the content on this Website is accurate, complete or up-to-date.

12 Events Outside MIB's Control

MIB will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations under these Terms of Use that is caused by an Event Outside MIB's Control (as defined below).

An "Event Outside MIB's Control" means any act or event beyond MIB's reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

If an Event Outside MIB's Control takes place that affects the performance of MIB's obligations under these Terms of Use:

- MIB's obligations under these Terms of Use will be suspended and the time for performance of MIB's obligations will be extended for the duration of the Event Outside MIB's Control. Where the Event Outside MIB's Control affects MIB's performance of the Service to you, MIB will restart the Service as soon as reasonably possible after the Event Outside MIB Control is over.

13 Changes to Terms of Use

MIB reserves the right to update these Terms of Use from time to time without notice to you. Prior to each Enquiry, please check these Terms of Use to ensure you understand the terms which will apply at the time. The Terms of Use in force at the time of each Enquiry will apply to the relevant



contract between us. All such updates are effective as soon as they appear on this Website. These Terms of Use were most recently updated on 16 May 2018.

14 General

These Terms of Use and all other agreements and documents referred to in and incorporated into them represent the entire agreement between MIB and you for use of the Service and supersede all prior agreements.

These Terms of Use, their subject matter and formation (and any non-contractual disputes or claims) shall be governed and construed according to the laws of England and you submit to the non-exclusive jurisdiction (if you are a consumer) and exclusive jurisdiction (if you are a business user) of the English Courts in the event of dispute (including any non-contractual disputes or claims).

The failure to exercise or delay in exercising a right or remedy provided by these Terms of Use or by law does not:

- constitute a waiver of the right or remedy, or
- a waiver of other rights or remedies.

You shall use all reasonable endeavours to do or procure to be done all such further acts and things and execute or procure the execution of all such other documents as may be from time to time required for the purpose of giving full effect to the provisions of these Terms of Use.

If any provision of these Terms of Use shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of these Terms of Use that shall remain in full force and effect.

You shall not transfer, charge, sub-contract or deal in any other manner with all or any of your rights or obligations under these Terms of Use unless we agree in writing.

MIB may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under these Terms of Use unless we agree in writing.

Nothing in these Terms of Use is intended to, or shall operate to:

- create a partnership between you and MIB, or
- authorise either you or MIB to act as agent for the other, and
- neither you nor MIB shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).



Regulations 9(1), 9(2) and 11(1) of The Electronic Commerce (EC Directive) Regulations 2002 SI 2013 shall be excluded from these Terms of Use.

15 Third Party Rights

These Terms of Use are between you and MIB. No other person shall have any rights to enforce any of its terms.

16 Trademarks

For the purpose of these Terms of Use askMID and the Towtruck Logos are UK registered trademarks of MIB. All rights are expressly reserved. MIB may also claim rights in other trademarks, service marks, logos and icons contained on this Website.

17 Intellectual Property

For the purposes of these Terms of Use, all intellectual property rights (including copyright) in the whole of this Website and the material published on this Website or due to the provision of the Service belong to MIB or its licensors, as the case may be, unless otherwise indicated, and may not be used, sold, licensed, copied or reproduced in whole or in part in any manner or form by any person without the prior written consent of MIB.

The works included in and on this Website are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from this Website for your personal use and you may draw the attention of others within your organisation to content posted on this Website.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

MIB's status (and that of any identified contributors) as the authors of content on this Website must always be acknowledged.

You must not use any part of the content on this Website for commercial purposes without obtaining a licence to do so from MIB or its licensors.

If you print off, copy or download any part of this Website in breach of these Terms of Use, your right to use the Service (including this Website) will cease immediately and you must, at MIB's option, return or destroy any copies of the materials you have made.



18 Uploading Content to this Website

Whenever you make use of a feature that allows you to upload content to this Website, or to make contact with other users of this Website, you must comply with the content standards set out in MIB's Acceptable Use Policy set out below.

You warrant that any such contribution does comply with those standards, and you will be liable to MIB and indemnify it for any breach of that warranty.

Any content you upload to this Website will be considered non-confidential and non-proprietary and you are required to grant MIB and other users of this Website the right to use, store, copy, distribute and disclose to third parties any such content for any purpose.

MIB also has the right to disclose your identity to any third party who is claiming that any content posted or uploaded by you to this Website constitutes a violation of their intellectual property rights, or of their right to privacy.

MIB will not be responsible, or liable to any third party, for the content or accuracy of any content posted by you or any other user of this Website.

MIB has the right to remove any posting you make on this Website if, in MIB's opinion, your post does not comply with the content standards set out in MIB's Acceptable Use Policy below.

19 Viruses

MIB does not guarantee that this Website or the provision of the Service will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programs and platform in order to access the Service. You should use your own virus protection software.

You must not misuse the Service including this Website by knowingly introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to the Service (including this Website), the server on which the Service (including this Website) is stored or any server, computer or database connected to this Website. You must not attack the Service (including this Website) via a denial-of-service attack or a distributed denial-of-service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. MIB will report any such breach to the relevant law enforcement authorities and it will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use the Service will cease immediately.

20 Linking to this Website

You may not establish, create and/or provide a link to this Website from any other website, nor may you reproduce or store any part of this Website on any other website without first obtaining MIB's prior written consent.



21 Link to Third Party Websites

This Website may also contain hypertext links to websites operated by third parties. The responsibility for the operation and content of those websites shall rest solely with the organisation identified as controlling the relevant third party website and will be governed by separate terms and conditions. MIB assumes no responsibility for the content of websites linked to this Website. Links are provided for convenience only and inclusion of any link does not imply endorsement by MIB in any way of the third party website to which it links.

MIB accepts no responsibility whatsoever for the contents of any website accessed by a link that MIB supplies and MIB will not be liable for any loss or damage that may arise from your use of them.

22 How to contact MIB

Should you have any comments or questions in relation to this Website or should you wish to contact MIB for any other reason please forward these to askMIDSupport@mib.org.uk.

In the event that any difficulties are experienced in gaining access to any part of this Website please contact MIB either by telephone at 0845 165 2800 or e-mail to askMIDSupport@mib.org.uk.

23 Acceptable Use Policy

This Acceptable Use Policy sets out the terms between you and MIB under which you may access this Website. This Acceptable Use Policy applies to all users of, and visitors to, this Website.

Your use of this Website means that you accept, and agree to abide by, all the policies in this Acceptable Use Policy.

23.1 Prohibited Uses

You may use this Website only for lawful purposes. You may not use this Website:

- In any way that breaches any applicable local, national or international law or regulation (including but not limited to the General Data Protection Regulations (GDPR) and the Data Protection Act 2018).
- If you do not have the capacity to enter into binding contracts.
- If, being an individual, you are not at least 18 years old and have not obtained the age of majority in the state or country in which you live.
- In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with MIB's content standards set out in paragraph 23.2 of these Terms of Use ("Content Standards").

- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate copy or re-sell any part of this Website in contravention of the provisions of these Terms of Use.
- Not to allow anyone else use of any username and passwords provided to you to access this Website.
- Not disclose your username and password and ensure it is kept confidential at all times.
- Not to access without authority, interfere with, damage or disrupt:
 - any part of this Website;
 - any equipment or network on which this Website is stored;
 - any software used in the provision of this Website; or
 - any equipment or network or software owned or used by any third party.

23.2 Content standards

These content standards (“Content Standards”) apply to any and all material which you contribute to this Website (“Contributions”), and to any interactive services associated with it.

You must comply with the spirit of the following standards as well as the letter. The standards apply to each part of any contribution as well as to its whole.

Contributions must:

- Be accurate (where they state facts).
- Be genuinely held (where they state opinions).
- Comply with applicable law in the UK and in any country from which they are posted.

Contributions must not:

- Contain any material which is defamatory of any person.
- Contain any material which is obscene, offensive, hateful or inflammatory.
- Promote sexually explicit material.
- Promote violence.
- Promote discrimination of any nature (including discrimination based on race, sex, religion, nationality, disability, sexual orientation or age).
- Infringe any copyright, database right or trade mark of any other person.
- Be likely to deceive any person.



- Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence.
- Promote any illegal activity.
- Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety.
- Be likely to harass, upset, embarrass alarm or annoy any other person.
- Be used to impersonate any person, or to misrepresent your identity or affiliation with any person.
- Give the impression that they emanate from MIB, if this is not the case.
- Advocate, promote or assist any unlawful act such as (by way of example only) copyright or other intellectual property rights infringement or computer misuse.

23.3 Suspension and Termination

Without prejudice to the foregoing, MIB will determine, in its discretion, whether there has been a breach of this Acceptable Use Policy through your use of this Website. When a breach of this policy has occurred, MIB may take such action as it deems appropriate.

For the avoidance of doubt, failure to comply with this Acceptable Use Policy constitutes a material breach of these Terms of Use upon which you are permitted to use this Website, and may result in MIB's taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use this Website.
- Immediate, temporary or permanent removal of any posting or material uploaded by you to this Website.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.
- Disclosure of such information to law enforcement authorities as MIB reasonably feels is necessary.

MIB excludes all liability for actions taken in response to breaches of this Acceptable Use Policy. The responses described in this policy are not limited, and MIB may take any other action it reasonably deems appropriate.

23.4 Changes to the Acceptable Use Policy

MIB may amend this Acceptable Use Policy at any time without any liability and without notice to you. All such amendments are effective as soon as they appear on this Website and your continuing use after such an amendment will signify your agreement to be bound by such terms and conditions. You should check this page from time to time to take notice of any changes made, as they are legally binding on you. Some of the provisions contained in this Acceptable Use Policy may also be superseded by provisions or notices published elsewhere on this Website.



24 Privacy Policy

By submitting any information about you and/or others within this Website, you and they consent to its use as set out in this Privacy Policy.

This Policy (together with our Terms of Use and Cookies Policy and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us via this Website, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.askMID.com (this “Website”) you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulations and the Data Protection Act, the data controller is Motor Insurers’ Bureau of Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT (“us”, “our”).

24.1 Information we may collect from you

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on this Website, uploading content to this Website and or by corresponding with us by phone, e-mail or otherwise. This includes, but is not limited to, information you provide when you register to use this Website, participate in discussion boards or other social media functions on this Website (if any), complete a survey, and when you report a problem with this Website. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph (if appropriate).
- **Information we collect about you.** With regard to each of your visits to this Website we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from this Website (including date and time); page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- **Information we receive from other sources.** We may receive information about you if you use any of the other websites we operate or the other services we provide. We also work closely with certain third parties (including, for example, the DVLA, DVLNI, insurers, law enforcement bodies, government departments, local authorities and other public or private bodies) and may receive information about you from them.

25 Purpose and legal basis for processing

We process the vehicle registration mark data in order for you to verify the insurance status recorded on the Motor Insurance Database. You must have a lawful reason for the search and confirm this in the declaration shown on the website.

In submitting an enquiry, you are giving consent to the processing of the vehicle registration mark data.

26 Cookies

This Website uses cookies to distinguish you from other users of this Website. This helps us to provide you with a good experience when you browse this Website and also allows us to improve this. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

27 How will we use your personal data?

Registering with MIB

When you register with MIB to access and use the various services operated by or on behalf of, MIB on this Website, we may use the information you provide to us to make certain checks that you are considered to be suitable to obtain the relevant service. These checks may include confirming the information you have provided to us with third parties including (but not limited to) the Information Commissioner's Office (ICO), Companies House, the Financial Conduct Authority (FCA) and the VIES - European Commission (VAT Information Exchange System). We and other individuals and/or organisations who are authorised by MIB from time to time may also use this information for statistical and analytical purposes.

The information you supply or we collect about you may also be used by us and our agents for the purposes of claims administration, crime prevention and prosecution of offenders, research, management information, staff training, providing financial services / guidance, public relations and or debt administration and recovery.

We will also use information held about you in the following ways:

- **Information you give to us.** We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
 - to provide you with information about other goods and services we offer that are similar to those that you have already enquired about;
 - to notify you about changes to our service;



- to ensure that content from this Website is presented in the most effective manner for you and for your computer.
- **Information we collect about you.** We will use this information:
 - to administer this Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve this Website to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep this Website safe and secure;
 - to make suggestions and recommendations to you and other users of this Website about goods or services that may interest you or them.
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

28 Who else will have access to your data?

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006 (“Group”).

We may share your information with selected third parties including:

- the DVLA and DVANI, member insurers, law enforcement bodies, government departments, local authorities and other public or private bodies, where we are obliged or permitted by law to do so. This includes disclosure to third party managed databases of insurance claims used to help prevent fraud, and regulatory bodies for the purposes of monitoring and/or enforcing MIB’s compliance with any regulatory rules/codes;
- business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;
- analytics and search engine providers that assist us in the improvement and optimisation of this Website;
- a third party we are under a duty to disclose or share your personal data with in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of MIB, its Group, our members or others. This includes exchanging information with other companies and organisations for the purposes of fraud prevention, detection and protection.



29 Data Retention Period

MIB retains personal data you provide on this Website for a period of 3 years, and is then deleted.

30 Your rights

You have certain rights with regard to your personal data processed by MIB, and these are described in this paragraph.

Our contact details for exercising any rights are UK Information Centre, MIB, Linford Wood House, 6-12 Capital Drive, Milton Keynes, MK14 6XT, or askMIDsupport@mib.org.uk. We will usually ask you to provide evidence of your identity.

30.1 Rights of access

You have a right to access your personal data that we hold on our database about you, and this can be done by making a Data Subject Access Request (DSAR).

To exercise this right please contact us with details of the information required.

30.2 Right of rectification

If you believe the data we hold about you is incorrect, you have a right to have this corrected.

30.3 Right to erasure

With limited exceptions you have the right to request the deletion of personal data we hold about you. We will consider every request for erasure on its merits.

30.4 Right to restrict processing

You have a right to request us to restrict the processing of your personal data held on our database for the period it takes us to rectify any inaccurate data about you. This right can also be used to prevent the MIB from deleting your data at the end of the retention period in the unlikely event that you need it to establish, exercise or defend a legal claim.

31 Changes to Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our Privacy Policy.

32 Data Protection Officer

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to the Data Protection Officer (Chief Risk Officer), Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT or email at GDPREnquiries@mib.org.uk.



33 Complaints Process

If you have any complaints about how the MIB handles your personal data, please contact us by telephone on 01908 830001, or by email at enquiries@mib.org.uk and we will do our best to assist.

If, after we have given you our final response, you are still dissatisfied you have a right to lodge a complaint with:

Information Commissioner's Office:
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 or 01625 545 745
<https://ico.org.uk/concerns/>

The ICO currently recommends that you contact them within 3 months of your last contact with us.