



COMPUTER INSURANCE

Policy

Placed Via
RSA Online



This Policy is a contract between the Policyholder and Royal and Sun Alliance Insurance plc (herein called the Company).

This Policy and any Schedule, Endorsements, Clauses and Certificates should be read as if they are one document.

The Company's acceptance of this risk is based on the information presented to the Company being a fair presentation of the Policyholder's business including any unusual or special circumstances which increase the risk and any particular concerns which have led the Policyholder to seek insurance.

Any reference to the singular will include the plural or vice versa.

Any reference to any statute or statutory instrument will include any modifications or re-enactment thereto.

Any heading in this Policy is for ease of reference only and does not affect its interpretation.

The Company will provide the insurance described in this policy (subject to the terms set out herein) for the Period of Insurance shown in the Schedule and any subsequent period for which the Policyholder shall pay and the Company shall agree to accept the premium.

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Definitions Applicable To All Sections

Business

As detailed in the Schedule

Damage

shall mean physical loss destruction or damage

Data

shall mean information represented or stored electronically including but not limited to code or series of instructions operating systems software programs and firmware

Deferred Purchase

shall mean an arrangement whereby the Policyholder enters into an agreement which entitles the Policyholder to defer payment for Property for a period in excess of usual trade credit

Estimated Gross Profit

shall mean the amount declared by the Policyholder to the Company as representing not less than the Gross Profit which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the Period of Insurance

(or a proportionately increased multiple thereof where the maximum Indemnity Period exceeds 12 months)

Estimated Gross Revenue

shall mean the amount declared by the Policyholder to the Company as representing not less than the Gross Revenue which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the Period of Insurance

(or a proportionately increased multiple thereof where the maximum Indemnity Period exceeds 12 months)

Failure of a System

shall mean the complete or partial failure or inability whether in terms of availability functionality including performance or otherwise of a System whether or not owned by the Policyholder to operate at any time as desired as specified or as required in the circumstances of the Policyholder's Business

Gross Profit

shall mean the amount by which the sum of the amount of the Turnover and the amounts of the closing stock and work in progress shall exceed the sum of the amounts of the opening stock and work in progress and the amount of the Uninsured Variable Costs

Note: The amounts of the opening and closing stocks and work in progress shall be arrived at in accordance with the Policyholder's normal accountancy methods due provision being made for depreciation

Gross Revenue

shall mean the money paid or payable to the Policyholder for services rendered in the course of the Business

Indemnity Period

shall mean the period beginning when the Insured Event occurs and ending when the results of the Business cease to be affected by the Insured Event but not exceeding

- a) the maximum Indemnity Period stated in the Schedule
- b) for any occurrence described in paragraphs a) to d) of the definition of Insured Event the period during which the Business would have been affected in consequence of such occurrence had no other loss or damage to the Premises in which the Property is situated or the contents thereof occurred

Insured Event

shall mean

- a) Damage to Property for which cover is provided under the Computer Section of the Policy
- b) Loss of Information
- c) Damage where the cost of repair or remedy is recoverable under any guarantee or agreement for maintenance rental hire or lease or any provision in an agreement for the supply of the Property
- d) Damage to any item of Property due to its own breakdown or derangement
- e) the accidental failure or fluctuation for a period exceeding thirty minutes of the public supply of electricity at the terminal ends of the public supply authority's service feeders at any premises in which the Property is situated not occasioned by the deliberate act of any supply authority nor the exercise by any such authority of its power to withhold or restrict supply other than for the sole purpose of safeguarding life or the authority's property
- f) the accidental failure for a period exceeding 8 (eight) hours of any telecommunications system used in connection with the Property not occasioned by
 - i) the deliberate act of any telecommunications authority nor the exercise by any such authority of its power to withhold or restrict operation of the system nor the inability of any such authority to maintain the system due to industrial action by any of its employees
 - ii) the use by the Policyholder of machinery and equipment that is not acceptable to the telecommunications authority as properly installed and compatible with the telecommunications system
 - iii) failure of any satellite prior to its obtaining its full operating function or whilst in or beyond the final year of its design life
 - iv) atmospheric solar or lunar conditions causing temporary interference with transmission to or from any satellite
- g) the Policyholder being denied access to the Property due to
 - i) Damage to the Property at or in the immediate vicinity of the Premises
 - ii) the exercise by any authority of its powers for the sole purpose of safeguarding life or property

Loss of Information

shall mean loss distortion corruption or erasure of programs including information from any cause not otherwise excluded

Loss of Interest

shall mean

- a) interest payable in respect of loans raised
- b) interest foregone on reduction in investment capital in lieu of loans raised as a direct result of or to minimize the effect of the interruption or interference

Microchip

shall mean a unit of packaged computer circuitry manufactured in small scale and made for program logic including computer memory purposes and expressly including integrated circuits and microcontrollers

New Business

for the purpose of any claim from an Insured Event occurring before the completion of the first year's trading of the Business the terms Standard Gross Revenue Rate of Gross Profit and Standard Turnover shall bear the following meanings and not as within stated

New Business Standard Gross Revenue

shall mean the proportional equivalent for a period equal to the Indemnity Period of the Gross Revenue realised during the period between the date of the commencement of the Business and the date of occurrence of an Insured Event to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Insured Event or which would have affected the Business had the Insured Event not occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the Insured Event would have been obtained during the relative period after the Insured Event

New Business Rate of Gross Profit

shall mean the rate of Gross Profit earned on the Turnover during the period between the date of the commencement of the Business and the date of the Insured Event to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Insured Event or which would have affected the Business had the Insured Event not occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the Insured Event would have been obtained during the relative period after the Insured Event

New Business Standard Turnover

shall mean the proportional equivalent for a period equal to the Indemnity Period of the Turnover realised during the period between the date of the commencement of the Business and the date of the Insured Event to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Insured Event or which would have affected the Business had the Insured Event not occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the Insured Event would have been obtained during the relative period after the Insured Event

Policyholder's Contribution

shall mean the first part of each and every claim to be borne by the Policyholder as ascertained after the application of all other terms and conditions of this Policy

Premises

shall mean

- a) where the Policyholder is the sole occupier of a building the entire building
- b) where the Policyholder is not the sole occupier of a building those parts of the building in the exclusive use or occupation of the Policyholder

Property

shall mean

Category

- a) Computer Equipment comprising Desk Top Personal Computers Laptop Computers Tablet Computers Personal Digital Assistants Palm Top Computers Digital Cameras Smart Phones Mobile Phones Digital Projectors Audio and Visual Equipment Televisions and Visual Display Units and other Electronic Media Presentation Equipment Removable Satellite Navigation Devices Electronic Point of Sale Equipment Computerised Telephone Systems Electronic Access Equipment
- b) All other Computer Equipment (including Interconnecting Wiring Fixed Discs and Telecommunications Equipment) used for the storage and communication of electronically processed data but excluding:
 - i) computers which are an integral part of any item of process or production machinery
 - ii) fixed vehicle satellite navigation systems
- c) Ancillary Equipment solely for use with the Computer Equipment comprising Air Conditioning Equipment Generating Equipment Uninterruptable Power Supply Voltage Regulating Equipment Temperature and Humidity Recording Equipment Electronic Access Equipment Heat Smoke and Water Detection Equipment Lightning and Transient Overvoltage Protection Devices Anti Theft Devices which have been approved by the Company Gas Flooding Equipment and Pipework and Computer Room Partitioning
- d) Programs and/or information stored upon fixed discs
- e) All current and backup computer records (excluding fixed discs and paper records of any description) incorporating stored programs and/or information thereon owned by or leased hired rented to the Policyholder or for which the Policyholder is responsible

Rate of gross profit

shall mean the rate of Gross Profit earned on the Turnover during the financial year immediately before the date of the Insured Event to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Insured Event or which would have affected the business had the Insured Event not occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the Insured Event would have been obtained during the relative period after the Insured Event

Reinstatement

shall mean

- a) where any item of Property suffers Damage to the extent that it cannot be economically repaired replacement by new Property of equal performance or capacity or if such be impossible replacement by new Property having the nearest higher performance or capacity to the Property which has suffered Damage
- b) where any item of Property otherwise suffers Damage the repair of the Damage and the restoration of the portion of Property suffering Damage to a working condition substantially the same as but not better or more extensive than its condition when new

Standard Gross Revenue

shall mean the revenue during that period in the twelve months immediately before the date of occurrence of an Insured Event which corresponds with the Indemnity Period to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Insured Event or which would have affected the business had the Insured Event not occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the Insured Event would have been obtained during the relative period after the Insured Event

Standard Turnover

shall mean the Turnover during that period in the twelve months immediately before the date of the Insured Event which corresponds with the Indemnity Period to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Insured Event or which would have affected the business had the Insured Event not occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the Insured Event would have been obtained during the relative period after the Insured Event

System

shall include computers other computing and electronic equipment linked to computer hardware electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation and includes for the avoidance of any doubt any of Category a) of the Property

Terrorism

shall mean in Great Britain and Northern Ireland 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 in so far that the insurance provided by this Policy is extended to include any situation elsewhere than in Great Britain and Northern Ireland Terrorism means any act including but not limited to the use of force or violence or the threat of any person or group of persons whether

acting alone or on behalf of or in connection with any organisation or government committed for political religious ideological or similar purposes including the intention to

- a) influence any government or any international governmental organisation or
- b) put the public or any section of the public in fear

Turnover

shall mean the money (less discounts allowed) paid or payable to the Policyholder for goods sold and delivered and for services rendered in the course of the Business

Uninsured Variable Costs

shall mean purchases (net of discounts) packaging carriage and freight (unless otherwise stated in the Schedule)

Note: The words and expressions used in this definition shall have the meaning usually attached to them in the books and accounts of the Policyholder

Verified Back-Up Copy

shall mean Data stored on back-up media where the Data has been checked for accuracy the process must demonstrate that the Data created and stored on the back-up media is an exact copy of the original source Data to ensure that Data can be restored from back-up media

Virus

shall mean programming code or series of instructions designed to achieve an unexpected unauthorised undesirable effect or operation when loaded onto a System transmitted from one System to another by transfer between computer systems via networks extranets internets or electronic mail or attachments thereto or via floppy diskettes or CD-ROMs or otherwise and

Computer

Cover

Damage To Property

In the event of Damage (subject to any exclusions) to Property happening during the Period of Insurance owned by or on Deferred Purchase leased hired or rented to the Policyholder whilst situated or in transit anywhere in the world the Company will pay to the Policyholder the value of the Property at the time of its loss or destruction or the amount of the Damage or at its option the amount payable by the Company shall be Reinstatement

Limit of Liability

The liability of the Company shall not exceed

- a) in any period of insurance the Sum Insured set against this Section in the Schedule
- b) 10% of the Sum Insured set against this Section in the Schedule or £100,000 in total in respect of any one incident of Damage or series of incidents of Damage from a common cause whichever is less whilst the Property is in transit or located outside the United Kingdom
- c) £5,000 in total in respect of any one incident of Damage or series of incidents of Damage from a common cause in respect of theft from unattended vehicles

Extensions

Accidental Discharge Of Gas Flooding Systems

The Cover provided by this Section of the Policy is extended to include the cost of refilling the cylinder(s) of any gas flooding systems installed solely for the protection of the Property arising out of the accidental discharge of such system

Provided that the amount payable in respect of any one incident of Damage or series of incidents of Damage from a common cause shall not exceed £50,000

Additional Property

The Cover provided by this Section of the Policy is extended to include additions to the Property occurring after the commencement of the Period of Insurance for the period up to the next renewal date subject to a limit of 20% of the Sum Insured under the Computer Section or up to £250,000 in total in any one period of insurance whichever is less

Automatic Restoration Of Sum Insured

Payment of a claim made under this Section of the Policy shall not reduce the Sums Insured except upon written notice by the Company to the contrary

Provided that

- a) The Policyholder shall where the payment exceeds £10,000 pay such additional premium as may be required by the Company
- b) The Policyholder shall take immediate steps to comply with any requirements of the Company relating to improvements to the protection of the Property

Computer Virus Seek and Destroy

The Cover provided by this Section of the Policy is extended to include costs and expenses necessarily and reasonably incurred with the consent of the Company in locating and removing detectable computer virus contained in any host program or executable disc segment within the Property

Provided that the amount payable under this extension shall not exceed 10% of the Sum Insured as stated in the Schedule under the Computer Section or £10,000 in total in respect of any one incident of Damage or series of incidents of Damage from a common cause whichever is less

Consulting Engineers Fees / Repair Investigation Costs

The Cover provided by this Section of the Policy is extended to include costs (including consulting engineers fees) incurred with the prior consent of the Company in conducting investigations or tests into possible repair replacement or reinstatement of Property suffering

Damage regardless of whether such investigations or tests are successful or not

Provided that the amount payable in respect of any one incident of Damage or series of incidents of Damage from a common cause shall not exceed £50,000

Cost of Recovery

The Cover provided by this section of the Policy is extended to include costs of employing specialist investigators to aid the recovery of stolen or lost Property insured under Section 1 that contains confidential or secret data or information Provided that the Company are satisfied that the cost of employment of investigators is necessary and reasonable to protect the Policyholder against legal prosecution or commercial embarrassment resulting from the loss

Provided that the amount payable under this extension shall not exceed £10,000 in respect of any one incident of Damage or series of incidents of Damage from a common cause

Debris Removal Costs

The Cover provided by this Section of the Policy is extended to include costs necessarily and reasonably incurred with the consent of the Company in the removal of the portion or portions of the Property suffering Damage

Provided that the liability of the Company under this extension shall not exceed 10% of the Sum Insured stated in the Schedule under the Computer Section or £50,000 in total in respect of any one incident of Damage or series of incidents of Damage from a common cause whichever is less

Incompatibility of Computer Records

The Cover provided by this Section of the Policy is extended to include costs of

- a) modification of computer equipment
- or
- b) reinstatement recompilation or replacement of computer records together with reinstatement of programs including information thereon

(whichever is the less) to achieve compatibility in the event that loss or destruction of computer equipment insured by this Section of the Policy has resulted in undamaged computer records being incompatible with the replacement computer equipment provided that cover is provided under the Additional Expenditure Section

Provided that the amount payable in respect of any one incident of Damage or series of incidents of Damage from a common cause shall not exceed £50,000

Indemnity To Parent Subsidiary Companies

The Cover provided by this Section of the Policy is extended to cover any company standing in the relation of parent to subsidiary (or subsidiary to parent) to the Policyholder or any company which is a subsidiary of a parent company of which the Policyholder are themselves a subsidiary in each case as defined in current legislation provided always that they shall as if they were the Policyholder observe fulfil and be subject to the terms exclusions and conditions of this Section of the Policy

Research and Development Costs

The Cover provided by this Section of the Policy is extended to include costs of re-writing any data processing research or development project(s) to the stage they had reached immediately prior to the Damage but excluding any benefit to the Policyholder which would have been obtained from completion of the project(s) had the Damage not occurred

Provided

- a) cover is provided under the Additional Expenditure Section and
- b) that the amount payable shall not exceed the Sum Insured as stated in the Schedule under the Additional Expenditure Section or £25,000 in total in respect of any one incident of Damage or series of incidents of Damage from a common cause whichever is less and
- c) that the Policyholder has fully complied with the Condition Maintenance and Back up

Security Guard Costs

The Cover provided by this Policy is extended to include the employment of security guards with the consent of the Company following Damage caused by fire theft or malicious damage insured under Computer and Additional Expenditure Sections for a period not exceeding 4 consecutive days provided that the liability of the Company under this extension shall not exceed £10,000 any one incident of Damage or series of incidents of Damage from theft or malicious damage

Temporary Repairs Expediting Costs

The Cover provided by this Section of the Policy is extended to include costs necessarily and reasonably incurred

- a) in the making of temporary repairs to or
- b) expediting of the repair reinstatement or replacement of

Property which suffered Damage covered by any other Policy issued for the benefit of the Policyholder

Provided that the liability of the Company under this extension in respect of any one incident of Damage or series of incidents of Damage from a common cause shall not exceed £50,000

Waste Electrical and Electronic Equipment Disposal Costs

The Cover provided by this Section of the Policy is extended to include costs necessarily and reasonably incurred with the consent of the Company in the disposal of Property which has suffered Damage as per the The Waste Electrical and Electronic Equipment (Amendment) Regulations 2009

Provided that the liability of the Company under this extension shall not exceed £25,000 in total in respect of any one incident of Damage or series of incidents of Damage from a common cause whichever is less

Exclusions

This Section of the Policy does not cover

Financial Loss

Any loss that arises directly or indirectly of any kind whatsoever not specifically insured by this Section of the Policy including financial loss loss of profits loss due to delay or any consequential loss

Lease Hire Rent Loan or Sale

Damage to any Property which is

- a) offered or to be offered for lease hire rent or loan by the Policyholder
- b) leased hired rented or lent by the Policyholder to others
- c) offered or to be offered for sale or sold by the Policyholder where the sale of such Property is in the course of the Business of the Policyholder

Maintenance Agreement

Damage where the cost of repair or remedy is recoverable under any guarantee or agreement for maintenance rental hire or lease or any provision in an agreement for the supply of the Property

Property of Others

Damage to any Property which is not owned leased rented or hired to the Policyholder whilst in the custody or control of the Policyholder for programming repair service adjustment alteration storage or transit purposes

E-Risk: Virus and Hacking

Cover

E-Risk: Virus and Hacking

Insofar as this Policy provides cover for Damage Loss of Information and/ or interruption or interference with the Business then in the event of

- a) Damage (subject to any exclusions) to the Property happening during the Period of Insurance owned by or on Deferred Purchase leased hired or rented to the Policyholder whilst situated or in transit anywhere in the world or
- b) Loss of Information (other than loss of Information hereby excluded) from categories d) and e) of the Property happening during the Period of Insurance owned by or on Deferred Purchase leased hired or rented to the Policyholder whilst situated or in transit anywhere in the world or
- c) interruption or interference (other than interruption or interference hereby excluded) with the System operations of the Business during the Period of Insurance

arising directly or indirectly from

- a) the transmission or impact of any Virus
- b) unauthorised access to a System
- c) Failure of a System
- d) Damage arising out of any misinterpretation use or misuse of

Data the Company will pay to the Policyholder

- a) the value of the Property at the time of its loss or destruction or the amount of the Damage or at its option the amount payable by the Company shall be Reinstatement and/or
- b) the costs necessarily and reasonably incurred by the Policyholder to reinstate such programs and/or information and/or
- c) the additional expenditure necessarily and reasonably incurred by the Policyholder (including Loss of Interest) during the Indemnity Period in consequence of such Damage Loss of Information interruption or interference

Limit Of Liability

The liability of the Company shall not exceed in any period of insurance after the application of all the provisions of this Policy including the Policyholder's Contribution

- a) £100,000 or
- b) any Limit of Liability or Sum Insured stated in the Schedule whichever is lower

Any provision in this Policy which provides for any Sum Insured or Limit of Liability to be automatically restored following a loss shall not apply to losses provided by this Cover

Conditions

The Policyholder shall

- a) Install and maintain firewalls to protect Data transfer across networks
- b) Install and maintain anti Virus software with automatic online updating service
- c) Have written and enforced procedures for
 - i) operating system patch management
 - ii) electronic access to all network Systems
 - iii) access to and from the internet
 - iv) access by remote users
 - v) regularly updating security passwords
 - vi) opening e-mail attachments

Additional Expenditure

Cover

Loss of Information

In the event of Loss of Information (other than Loss of Information hereby excluded) from the Property whilst situated or in transit anywhere in the world the Company will pay the costs necessarily and reasonably incurred by the Policyholder to reinstate such programs including information

Increased Cost of Working

If the operations of the Business are interrupted or interfered with due to the occurrence during the Period of Insurance of an Insured Event the Company will pay the additional expenditure necessarily and reasonably incurred by the Policyholder (including Loss of Interest) during the Indemnity Period in consequence of such interruption or interference

Limit Of Liability

The liability of the Company shall not exceed in any period of insurance the Sum Insured set against this Section in the Schedule

Exclusions

This Section of the Policy does not cover

Lease / Hire / Rent / Loan or Sale

Loss of Information from any Property which is

- a) offered or to be offered for lease hire rent or loan by the Policyholder
- b) leased hired rented or lent by the Policyholder to others
- c) offered or to be offered for sale or sold by the Policyholder where the sale of such Property is in the course of the Business of the Policyholder

Maintenance Agreement

Loss of Information where the cost of repair or remedy is recoverable under any guarantee or agreement for maintenance rental hire or lease or any provision in an agreement for the supply of the Property

Property of Others

Loss of Information from any Property which is not owned leased rented or hired to the Policyholder whilst in the custody or control of the Policyholder for programming repair service adjustment alteration storage or transit purposes

Business Interruption

Gross Profit Cover

Loss Of Gross Profit

If the operations of the Business are interrupted or interfered with in consequence of an Insured Event the Company will pay to the Policyholder the amount of loss resulting from such interruption or interference in accordance with the following provisions

The Cover provided by this Section of the Policy is

a) Reduction in Turnover

and

b) Increase in Cost of Working

and the amount payable as indemnity thereunder shall be

a) in respect of Reduction in Turnover the sum produced by applying the Rate of Gross Profit to the amount by which the Turnover during the Indemnity Period shall fall short of the Standard Turnover in consequence of the Insured Event

b) in respect of Increase in Cost of Working the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in Turnover which but for that expenditure would have taken place during the Indemnity Period in consequence of the Insured Event but not exceeding the total of

i) the sum produced by applying the Rate of Gross Profit to the amount of the reduction thereby avoided

plus

ii) 5% of the Sum Insured (but not more than £250,000)

Less any sum saved during the Indemnity Period in respect of any charges and expenses of the Business payable out of Gross Profit as may cease or be reduced in consequence of the Insured Event

Limit Of Liability

The liability of the Company shall not exceed in any Period of Insurance

- 133.33% of the Estimated Gross Profit stated in the Schedule
- in respect of each other item 100% of the Sum Insured stated herein
- in total the sum of 133.33% of the Estimated Gross Profit and 100% of the Sums Insured by other items or such other amounts as may be substituted therefore by memorandum signed by or on behalf of the Company

Gross Revenue Cover

Loss Of Gross Revenue

If the operations of the Business are interrupted or interfered with in consequence of an Insured Event the Company will pay to the Policyholder the amount of loss resulting from such interruption or interference in accordance with the following provisions

The Cover provided by this Section of the Policy is

a) Loss of Gross Revenue

and

b) Increase in Cost of Working

and the amount payable as indemnity thereunder shall be

a) in respect of Loss of Gross Revenue the amount by which the Gross Revenue during the Indemnity Period shall fall short of the Standard Gross Revenue in consequence of the Insured Event

b) in respect of Increase in Cost of Working the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in Gross Revenue which but for that expenditure would have taken place during the Indemnity Period in consequence of the Insured Event but not exceeding the total of

i) the amount of reduction in Gross Revenue thereby avoided
plus

ii) 5% of the Sum Insured (but not more than £250,000)

Less any sum saved during the Indemnity Period in respect of any charges and expenses of the Business payable out of Gross Revenue as may cease or be reduced in consequence of the Insured Event

Limit Of Liability

The liability of the Company shall not exceed in any Period of Insurance

- 133.33% of the Estimated Gross Revenue stated in the Schedule
- in respect of each other item 100% of the Sum Insured stated herein
- in total the sum of 133.33% of the Estimated Gross Revenue and 100% of the Sums Insured by other items or such other amounts as may be substituted therefore by memorandum signed by or on behalf of the Company

Extensions

Accumulated Stocks

In adjusting any loss account shall be taken and an equitable allowance made if any shortage in Turnover or Gross Revenue due to the Insured Event is postponed by reason of the Turnover or Gross Revenue being temporarily maintained from accumulated stocks of raw materials work in progress or finished goods on the Premises or elsewhere

Additional Rental

In addition to the limit of the Company's liability under this Section of the Policy the Company will cover the Policyholder against the payment of additional lease or rental charges up to an amount not exceeding £10,000 arising out of the replacement of a lease/hire

agreement in respect of the Property by a new contract for similar Property and consequent upon Damage for which Cover is provided under the Computer and Electronic Equipment Sections of this Policy

Departmental Trading

If the Business is conducted in departments the independent trading results of which are ascertainable the Cover under this Section shall apply separately to each department affected by the Insured Event

Payments On Account

Where liability under this Section of the Policy is admitted the Policyholder shall be entitled to receive payment(s) as agreed between the Policyholder and the Company in advance of final settlement

Professional Accountants' Charges

For the purpose of this Section of the Policy any particulars or details contained in the Policyholder's books of account or other business books or documents which may be required under Claims Condition – Action By The Policyholder of this Policy for the purpose of investigating or verifying any claim hereunder may be produced by professional accountants if at the time they are regularly acting as such for the Policyholder and their report shall be prima facie evidence of the particulars and details to which such report relates

The Company shall pay to the Policyholder the reasonable charges payable by the Policyholder to their professional accountants for producing such particulars or details or any other proofs information or evidence as may be required by the Company under the terms of Claims Condition – Action By The Policyholder of this Policy and reporting that such particulars or details are in accordance with the Policyholder's books of account or other business books or documents

Provided that the sum of the amount payable under this clause and the amount otherwise payable under the Policy shall in no case exceed the sum of the amounts specified herein as the limits of the Company's liability

Waiver Of Indemnity To Parent / Subsidiary Companies

Notwithstanding anything herein contained to the contrary the Cover provided by this Section of the Policy does not extend to indemnify any parent or subsidiary companies of the Policyholder

Exclusions

This Section of the Policy does not cover loss resulting from

Exclusion Period

Gross Profit or Gross Revenue incurred during the first 24 hours following breakdown or derangement of any item of Category a) of the Property if a maintenance rental hire or lease agreement is not in force on such item

Satisfactory Running Period

Loss of Gross Profit or Loss of Gross Revenue due to breakdown or derangement of any item of Property which has not completed a period of one month of satisfactory running under normal operating conditions

Transit By Sea Or Air

Loss of Gross Profit or Loss of Gross Revenue due to Damage occurring whilst the Property is in transit by sea or air

Conditions

Gross Profit/Gross Revenue Premium Adjustment

In respect of Business Interruption Gross Profit/Gross Revenue the first and annual premiums are provisional and are based on the Estimated Gross Profit/Gross Revenue

The Policyholder shall provide to the Company not later than six months after the expiry of each period of insurance a declaration confirmed by the Policyholder's auditors of Gross Profit/Gross Revenue earned during the financial year most nearly concurrent with the period of insurance

If any Insured Event shall have occurred giving rise to a claim for loss of Gross Profit /Gross Revenue the above mentioned declaration shall be increased by the Company for the purpose of premium adjustment by the amount by which the Gross Profit/Gross Revenue was reduced during the financial year solely in consequence of the Insured Event

If the declaration (adjusted as provided for above and proportionately increased where the maximum Indemnity Period exceeds 12 months) is

- a) less than the Estimated Gross Profit/Gross Revenue for the relative period of insurance the Company will allow a pro rata return of the premium paid on the Estimated Gross Profit/Gross Revenue
- b) greater than the Estimated Gross Profit/Gross Revenue for the relative period of insurance the Policyholder shall pay a pro rata addition to the premium paid on the Estimated Gross Profit/Gross Revenue

All Risks Terrorism Insurance

Notwithstanding any provisions to the contrary within this Policy the insurance in respect of all items insured under the Sections shown as applying under All Risks Terrorism Insurance in the Schedule is extended to include All Risks Terrorism Insurance as specified below

This Policy includes Damage or loss resulting from Damage to the Property and consequential loss resulting therefrom insofar and to the extent that it is insured by this Policy in the Territories stated below caused by or resulting from an Act of Terrorism

Provided always that All Risks Terrorism Insurance is

- a) subject to exclusions a) to d) below
- b) not subject to any other exclusions stated in this Policy

Provided also that the Company's liability in any one period of insurance shall not exceed

- a) in the whole the total Sum Insured
- b) in respect of any item its Sum Insured or any other stated Limit of Liability specified in the Schedule or elsewhere in the Policy

whichever is the lower subject always to the Limit of Liability applying to All Risks Terrorism Insurance shown against the Territories stated below after application of all the provisions of the insurance including any Policyholder's Contribution

Territory	Limit of Liability
a) Great Britain	As otherwise specified in this Policy
b) Elsewhere in the world	Not insured

Exclusions

All Risks Terrorism Insurance does not cover

A Riot Civil Commotion War and Allied Risks

any loss whatsoever or any consequential loss directly or indirectly occasioned by or happening through or in consequence of riot civil commotion war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

B Electronic Risks

any loss whatsoever directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from:

- i) the alteration modification distortion corruption of or Damage to any computer or other equipment or component or system or item which processes stores transmits or receives data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software)

or

- ii) any alteration modification distortion erasure corruption of data processed by any such computer or other equipment or component or system or item

whether the property of the Policyholder or not where such loss is directly or indirectly caused by contributed to by or arising from or occasioned by or resulting from Virus or Similar Mechanism or Hacking or Phishing or Denial of Service Attack

C Nuclear Installation or Nuclear Reactor

any loss whatsoever or any consequential loss resulting or arising from Damage to any Nuclear Installation or Nuclear Reactor and all fixtures and fittings situated thereon and attached thereto and all pipes wires cables drains or other conduits or service media of any description which are affixed or connected to or in any way serve such Nuclear Installation or Nuclear Reactor

D Nuclear Risks and Chemical Biological and Radiological Contamination

in respect of Residential Property insured in the name of a Private Individual any loss whatsoever or any expenditure resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to by or arising from

- i) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
- ii) ionising radiation or contamination by radioactivity or from the combustion of any radioactive material
- iii) chemical and/or biological and/or radiological irritants contaminants or pollutants

Definitions

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

Damage means

accidental loss destruction or damage

Denial of Service Attack means

any actions or instructions constructed or generated with the ability to damage interfere with or otherwise affect the availability of networks or network services or network connectivity or information systems

The definition of Denial of Service Attack includes but is not limited to the generation of excess traffic into network addresses and the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks

Great Britain means

England and Wales and Scotland but not the territorial seas adjacent thereto (as defined by the Territorial Sea Act 1987)

Hacking means

unauthorised access to any computer or other equipment or component or system or item which processes stores or retrieves data whether the property of the Policyholder or not

Nuclear Installation means

any installation of such class or description as may be prescribed by regulations made by the relevant Secretary of State from time to time by statutory instrument being an installation designed or adapted for

- a) the production or use of atomic energy or
- b) the carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiations or

the storage processing or disposal of nuclear fuel or of bulk quantities of other radioactive matter being matter which has been produced or irradiated in the course of the production or use of nuclear fuel

Nuclear Reactor means

any plant (including any machinery equipment or appliance whether affixed to land or not) designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons

Phishing

means any access or attempted access to data or information made by means of misrepresentation or deception

Private Individual means

any person other than

- a) a Trustee or body of Trustees where insurance is arranged under the terms of a trust
- b) a person who owns Residential Property for the purpose of their business as a sole trader

The definition of Private Individual shall include two or more persons where insurance is arranged in their several names and/or the title of the Policyholder includes the name of a bank or building society or other financial institution for the purpose of noting their interest in the Property

Residential Property means

houses and blocks of flats and other dwellings (including household contents and personal effects of every description)

Virus or Similar Mechanism means

any 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

The definition of Virus or Similar Mechanism includes but is not limited to trojan horses worms and logic bombs

Condition

- a) In any action suit or other proceedings where the Company alleges that any Damage or loss resulting from Damage is not covered by this Policy the burden of proving that such Damage or loss is covered shall be upon the Policyholder
- b) Any terms in this Policy which provide for adjustments of premium based upon declarations on expiry or during the Period of Insurance do not apply to All Risks Terrorism Insurance
- c) If this Policy is subject to any Long Term Agreement or Undertaking it does not apply to All Risks Terrorism Insurance

All the terms definitions provisions conditions and extensions of the Policy apply except insofar as they are hereby expressly varied

Exclusions Applicable To All Sections

This Policy does not cover

Buildings Of Non Standard Construction

Damage to Property whilst situated at the Premises occurring whilst such Property is situated in a porta cabin timber building or building of a temporary nature

Corrosion Or Erosion

Damage including Loss of Information consisting of or caused by any form of corrosion or erosion howsoever the same may arise but this exclusion shall not apply to Damage to any other part of the Property free from such corrosion or erosion

Denial Of Service Attacks

This Policy does not cover interference with electronic means of communication used in the conduct of the Business including but not limited to any diminution in the performance of any website or electronic means of communication

Incorrect Storage

any cost incurred in consequence of the failure of the Policyholder to comply with the manufacturers recommendations relating to the storage of the Property Category d) and e)

Policyholder's Contribution

The Policyholder's Contribution stated in the Schedule being the first part of each and every claim to be borne by the Policyholder as

ascertained after the application of all other terms and conditions of this Policy

Pollution Or Contamination

Damage including Loss of Information caused by pollution or contamination except (unless otherwise excluded) Damage including Loss of Information caused by pollution or contamination which itself results from any Damage including Loss of Information

Pre-Commissioning Damage

Damage occurring prior to successful completion of commissioning

Radioactive Contamination

Damage to any Property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any loss directly or indirectly caused by or contributed to by or arising from

- a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- b) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

Terrorism

Unless specifically stated as covered under the All Risks Terrorism Insurance Section in the Schedule Damage occasioned by or happening through or in consequence directly or indirectly of

- a) Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss
- b) in Northern Ireland civil commotion

This Policy also excludes Damage or loss resulting from Damage directly or indirectly caused by or resulting from or in connection with any action aimed at controlling preventing suppressing or in any way relating to an act of Terrorism

In any action suit or other proceedings where the Company alleges that by reason of this exclusion any Damage or loss resulting from Damage is not covered by this Policy the burden of proving that such Damage or loss is covered shall be upon the Policyholder

Underground Risks

Damage occurring underground and any recovery costs and abandonment

Unproven Software

any cost incurred in consequence of the use by the Policyholder of software on which development has not been finalised or which has not passed all testing procedures and has not been successfully proven

Use In Water And Air

Damage to the Property other than on dry land or in transit by scheduled air or sea services

War

Damage caused by war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power nationalisation confiscation requisition seizure or destruction by the government or any public authority

Wear And Tear

Damage consisting of or caused by gradually occurring wear and tear or deterioration which is both predictable and inevitable from the normal operation or usage of the Property but this exclusion shall not apply to Damage to any other part of the Property free from any such condition

Conditions Applicable To All Sections

Residual Breakdown

In the event of Damage to Property other than Property hired in by the Policyholder due to its own breakdown or derangement such item at the time of the Damage must be the subject of a maintenance rental hire or lease agreement that must provide at inclusive cost a service of at least on-call remedial or corrective maintenance with free repair or replacement in the event of breakdown or derangement arising out of normal use

Maintenance and Back-Up

The Policyholder shall

- a) maintain the Property in good order and efficient operating condition and
- b) observe the manufacturers or suppliers instructions for use operation storage transit and inspection of the Property and
- c) back-up information (other than software programs) at least once every twenty four hours verify and store taking all reasonable precautions in their safe storage and separately maintain one Verified Back-up Copy at least once every seven days in a location away from the Premises and
- d) maintain one Verified Back-up Copy and up to date set of software programs in a separate location away from the Premises and
- e) obtain and keep in force and effect a proper and valid licence in respect of any software program in its possession

Unattended Vehicles Security

In respect of the Computer Section while any Property is being carried in a vehicle which is left unattended

- a) any such vehicle must be protected by an intruder alarm system which is in full and efficient working order and which will operate in the event of interference with the vehicle
- b) the doors of the vehicle must be locked and all its windows and other openings fully closed and properly fastened
- c) the Property must be concealed from view in a locked boot or covered luggage compartment

General Conditions Applicable To All Sections

Alteration

This Policy shall be terminated if:

- a) the Business is wound up or carried on by a liquidator or receiver or permanently discontinued or
- b) the Policyholder's Interest ceases otherwise than by death or
- c) any alteration is made either in the Business or in the Premises or Property therein or any other circumstances whereby the risk is increased unless otherwise stated.

at any time after the commencement of this Policy unless its continuance be admitted by the Company and in respect of c) the Company agree not to avoid the Policy provided that:

- i) such alteration is not of such a nature that if the alteration had occurred prior to the commencement of this Policy the Company would not have entered into this Policy on any terms,
- ii) the Policyholder shall pay an appropriate additional Premium if required by the Company with effect from the date of the alteration,
- iii) the Company shall be entitled to impose appropriate additional terms, other than Premium, with effect from the date of the alteration.

Cancellation

This Policy may be cancelled

- a) by the Company sending thirty day's notice to the Policyholder's last known address who shall be entitled to a proportionate return of premium provided that no claims have been or will be notified to the Company
- b) by the Company sending seven day's notice to the Policyholder's last known address in the event of non payment of any monthly premium on its due date where the Policy is issued or renewed on the basis of monthly premiums
- c) by the Policyholder who shall be entitled to a proportionate return of premium provided that no claims have been or will be notified to the Company

Non Payment / Consumer Credit Termination

The Company reserves the right to terminate the Policy in the event that there is a default in instalment payments due under any linked loan agreement

Currency

All premiums and claims under this Policy shall be paid in the United Kingdom in pounds Sterling

Current Cost Accounting

Any adjustment implemented in current cost accounting shall be disregarded

Financial Sanctions Clause

The Company shall not provide coverage or be liable to provide any indemnity or payment or other benefit under this Policy if and to the extent that doing so would breach any prohibition or restriction imposed by law or regulation

If any such prohibition or restriction takes effect during the Policy period the Policyholder or the Company may cancel that part of this Policy which is prohibited or restricted with immediate effect by giving written notice to the other at their last known registered address

Law Applicable

Under the laws of the United Kingdom (England, Scotland, Wales and Northern Ireland) both parties may choose the law which applies to this contract to the extent permitted by those laws Unless the parties agree otherwise in writing the Company have agreed with the Policyholder that the law which applies to this contract is the law which applies to the part of the United Kingdom in which the Policyholder is based or if the Policyholder is based in the Channel Islands or the Isle of Man the law of whichever of those two places in which the Policyholder is based

The parties have agreed that any legal proceedings between them in connection with this contract will only take place in the courts of the part of the United Kingdom in which the Policyholder is based or if the Policyholder is based in either the Channel Islands or the Isle of Man the courts of whichever of those two places in which the Policyholder is based

Limit of Liability

In the event that the Policyholder consists of more than one party or legal entity the liability of the Company shall not exceed the amount for which the Company would have been liable had such Damage been sustained by any one of the Policyholder parties or legal entities

Where the basis of payment is to be Reinstatement payment shall not be made

- a) unless Reinstatement commences and proceeds as soon as reasonably practical
- b) until Reinstatement has been carried out
- c) if at the time of its Damage the Property shall be insured by any other insurance effected by or on behalf of the Policyholder which is not upon the same basis of Reinstatement

If at the time of Reinstatement the sum which would have been incurred in reinstating the whole of the Property exceeds the Sum Insured thereon at the commencement of any Damage the liability of the Company shall not exceed that proportion of the amount of the Damage which the Sum Insured shall bear to the sum representing the cost of reinstating the whole of the Property at that time limited to the proportion that the Premium charged bears to the higher Premium.

Reasonable Precautions

The Policyholder shall take all reasonable precautions to prevent Damage Loss of Information Additional Expenditure or Business Interruption

Renewal Declaration

The Policyholder shall prior to each renewal date furnish the Company with

- a) Premises where the Property is located
- b) the new replacement value of the Property situated at each of the Premises
- c) the new replacement value of portable Property
- d) the total hire charges paid or due to be paid for Property hired in by the Policyholder
- e) (i) in respect of Business Interruption Gross Profit the Estimated Gross Profit or
(ii) in respect of Business Interruption Gross Revenue the Estimated Gross Revenue

For the financial year most nearly concurrent with the ensuing period of insurance

Right To Examine

The Company representatives shall have the right to examine the Property at all reasonable times

Claim Notification

Conditions that apply to the policy in the event of a claim are set out in the claims conditions below it is important that you comply with all policy conditions and you should familiarise yourself with their requirements

Directions for claim notification are included in the claims conditions. Please be aware that events that may give rise to a claim under the insurance must be notified as soon as reasonably possible although there are some situations where immediate notice is required

Claims conditions require you to provide us with any reasonable assistance and evidence that we require concerning the cause and value of any claim ideally as part of the initial notification you will provide

- Your name, address and your home and mobile telephone numbers
- Personal details necessary to confirm your identity
- Policy number
- The date of the incident
- The cause of the loss or damage
- Details of the loss or damage together with claim value if known
- Police details where applicable
- Names and addresses of any other parties involved or responsible for the incident (including details of injuries) and addresses of any witnesses

This information will enable us to make an initial evaluation on policy liability and claim value we may however request additional information depending upon the circumstances and value of the claim which may include the following

- Original purchase receipts, invoices, instruction booklets or photographs
- Purchase dates and location of lost or damaged property
- For damaged property, confirmation from a suitably qualified expert that the item you are claiming for is beyond repair

Sometimes we or someone acting on our behalf may wish to meet with you to discuss the circumstances of the claim to inspect the damage or to undertake further investigations

Claims Conditions Applicable To All Sections

Action By The Policyholder

- a) In the event of any incident of Damage in consequence of which a claim is or may be made under this Policy the Policyholder shall
- i) notify the Company as soon as reasonably practical
 - ii) notify the police authority as soon as reasonably practical it becomes evident that any loss has been caused by malicious persons
 - iii) carry out and permit to be taken any action which may be reasonably practicable to prevent further loss
 - iv) deliver to the Company at the Policyholder's expense
 - 1) full information in writing of the loss
 - 2) details of any other insurances on any Property hereby insured within 30 days after such Damage or 7 days in the case of Damage caused by riot civil commotion strikers locked-out workers or persons taking part in labour disturbances or malicious persons
 - 3) all such proofs and information relating to the claim as may be reasonably required
 - 4) if demanded a statutory declaration of the truth of the claim and of any matters connected with it
- b) In the event of any incident of Damage in consequence of which a claim is or may be made under this Policy in respect of Business Interruption the Policyholder shall also
- i) deliver to the Company at the Policyholder's expense within 7 days of its happening full details of any loss caused by riot civil commotion strikers locked-out workers taking part in labour disturbances or malicious persons
 - ii) with due diligence carry out and permit to be taken any action which may be reasonably practicable to minimise or check any interruption of or interference with the Business or to avoid or diminish the loss

No claim under this Policy shall be payable unless the terms of this condition have been complied with

Arbitration

If any difference arises as to the amount to be paid under this Policy (liability being otherwise admitted) such difference shall be referred to an arbitrator to be appointed by agreement between the parties or in default of agreement upon the application of either party to the President for the time being of the Chartered Institute of Arbitrators

Where any difference is by this condition to be referred to arbitration the making of an award shall be a condition precedent to any right of action against the Company

Contribution

If at the time any claim arises there is any other insurance effected by or on behalf of the Policyholder insuring any Damage Loss of Information or interruption or interference with the Business covered by this Policy the liability of the Company hereunder shall be limited to its rateable portion of such claim

Rights of Recovery

Any claimant under this Policy shall at the request and expense of the Company provide such information and co-operation as the Company may require and shall take and permit to be taken all steps for enforcing rights against any other party in the name of the Policyholder before or after any payment is made by the Company

Preferred Suppliers

We take pride in the claims service we offer to our customers our philosophy is to repair or replace lost or damaged property where we consider it appropriate and we have developed a network of contractors repairers and product suppliers dedicated to providing claim solutions

Where we can offer repair or replacement through a preferred supplier but we agree to pay our customer a cash settlement then payment will normally not exceed the amount we would have paid our preferred supplier

Claims Contact Details

RSA Group
Construction, Engineering & Renewable Energy Claims
17 York Street
Manchester M2 3RS

Tel No: 0330 1024026
Fax No: 0161 235 3468
Email: engineering.claims@uk.rsagroup.com

Complaints Procedure

OUR COMMITMENT TO CUSTOMER SERVICE

At RSA we are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right. We take all complaints seriously and following the steps below will help us understand your concerns and give you a fair response.

Our complaints process

Step 1

If your complaint relates to your policy then please contact the sales and service team in the office which issued the Policy or your Broker. If your complaint relates to a claim then please call the claims helpline number shown in your policy booklet.

We aim to resolve your concerns by close of the next business day. Experience tells us that most difficulties can be sorted out within this time

Step 2

In the unlikely event that your concerns have not been resolved within this time, your complaint will be referred to our Customer Relations Team who will arrange for an investigation on behalf of our Chief Executive. Their contact details are as follows:

Post: RSA
Customer Relations Team
P O Box 255
Wymondham
NR18 8DP

Email: crt.halifax@uk.rsagroup.com

Our promise to you

We will:

- Acknowledge all complaints promptly
- Investigate quickly and thoroughly
- Keep you informed of progress
- Do everything possible to resolve your complaint
- Use the information from your complaint to proactively improve our service in the future.

Once we have reviewed your complaint we will issue our final decision in writing within 8 weeks of the date we received your complaint.

If you are still not happy

If you are still unhappy after our review, or you have not received a written offer of resolution within 8 weeks of the date we received your complaint, you may be eligible to refer your case to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent body that arbitrates on complaints. They can be contacted at:

Post: Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone: 0800 0234567 (for landline users)
0300 1239123 (for mobile users)

Email: complaint.info@fnancial-ombudsman.org.uk
Website: www.fnancial-ombudsman.org.uk

You have six months from the date of our final response to refer your complaints to the Financial Ombudsman Service. This does not affect your right to take legal action, however, the Financial Ombudsman Service will not adjudicate on any case where litigation has commenced.

Thank you for your feedback

We value your feedback and at the heart of our brand we remain dedicated to treating our customers as individuals and giving them the best possible service at all times. If we have fallen short of this promise, we apologise and aim to do everything possible to put things right.

Fair Processing Notice

HOW WE USE YOUR INFORMATION

Please read the following carefully as it contains important information relating to the details that you have given us. You should show this notice to any other party related to this insurance.

Who we are

This product is underwritten by Royal & Sun Alliance Insurance plc.

You are giving your information to Royal & Sun Alliance Insurance plc, which is a member of the RSA Group of companies (the Group). In this information statement, we us and our refers to the Group unless otherwise stated.

How your information will be used and who we share it with

Your information comprises of all the details we hold about you and your transactions and includes information obtained from third parties.

If you contact us electronically, we may collect your information identifier, e.g. Internet Protocol (IP) Address or telephone number supplied by your Service Provider.

We may use and share your information with other members of the Group to help us and them:

- Assess financial and insurance risks;
- Recover debt;
- Prevent and detect crime;
- Develop our services, systems and relationships with you;
- Understand our customers' requirements;
- Develop and test products and services

We do not disclose your information to anyone outside the Group except:

- Where we have your permission; or
- Where we are required or permitted to do so by law; or
- To credit reference and fraud prevention agencies and other companies that provide a service to us, our partners or you; or
- Where we may transfer rights and obligations under this agreement.

We may transfer your information to other countries on the basis that anyone we pass it to, provides an adequate level of protection. In such cases, the Group will ensure it is kept securely and used only for the purpose for which you provided it. Details of the companies and countries involved can be provided on request.

From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we shall write to you. If you do not object, you will consent to that change.

We will not keep your information for longer than is necessary.

Sensitive Information

Some of the information we ask you for may be sensitive personal data, as defined by the Data Protection Act 1998 (such as information about health or criminal convictions). We will not use such sensitive personal data about you or others except for the specific purpose for which you provide it and to carry out the services described in your policy documents. Please ensure that you only provide us with sensitive information about other people with their agreement.

How to contact us

On payment of a small fee, you are entitled to receive a copy of the information we hold about you. If you have any questions, or you would like to find out more about this notice you can write to:

Data Protection Liaison Officer,
Customer Relations Office,
RSA,
Bowling Mill,
Dean Clough Industrial Estate,
Halifax, HX3 5WA.

