



**Toyota**  
Insurance Services

# TOYOTA EXCESS PROTECTION



## TOYOTA MOTOR EXCESS PROTECTION

Welcome to **Your** Toyota Motor Excess Protection policy. This policy document will tell **You** everything **You** need to know about **Your** cover. It's only effective with a valid **Certificate of Insurance** and where the appropriate **Premium** has been paid.



This policy document contains important information about **Your** cover. **You** should read it carefully together with **Your Certificate of Insurance** and then store them in a safe place.

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**You** must have purchased **Your Vehicle** (or have completed a scheduled service in line with **Your Vehicle's** recommended service schedule) through an authorised Toyota centre no more than 60 days prior to this policy starting.



## MEANING OF WORDS

These words have the following meaning throughout this policy, where highlighted bold:

<b>Administrator</b>	Toyota Insurance Management UK Limited, company number 01708613.
<b>Aggregate Claim Limit</b>	The maximum benefit payable under this policy in total, as shown on <b>Your Certificate of Insurance</b> . If the <b>Aggregate Claim Limit</b> is reached, the policy will end.
<b>Authorised Claim</b>	Where <b>We</b> have accepted <b>Your</b> claim and have agreed to pay <b>Your Motor Insurance Excess</b> (subject to the <b>Individual Claim Limit</b> and <b>Aggregate Claim Limit</b> ).
<b>Business Use Class 3</b>	<b>You</b> and any Named Driver(s) using the <b>Your Vehicle</b> for business or <b>Hire and Reward</b> . This also includes anyone who uses <b>Your Vehicle</b> to travel from customer to customer on commercial business.
<b>Certificate of Insurance</b>	The document issued alongside this policy that lists the name of the insured person, the vehicle covered and the limits applicable to this insurance.
<b>Excess</b>	The amount <b>You</b> may have to pay as part of each <b>Authorised Claim</b> . The amount of <b>Excess</b> is shown on <b>Your Certificate of Insurance</b> .
<b>Hire and Reward</b>	Where <b>You</b> or any <b>Named Driver</b> carry other people or other people's goods in exchange for payment, for example taxis; chauffeurs; courier or delivery services, or private hire.
<b>Imminent Claim</b>	An <b>Incident</b> that could give rise to a claim under this policy that <b>You</b> are or were aware of before the start date of this policy that was to be or had just been reported under <b>Your Motor Insurance Policy</b> .
<b>Incident</b>	An event which leads to, or could lead to, a <b>Motor Insurance Claim</b> . For example, a road traffic accident, theft of your vehicle or malicious damage by a third party.
<b>Individual Claim Limit</b>	The maximum benefit payable under each <b>Authorised Claim</b> , as shown on <b>Your Certificate of Insurance</b> .
<b>Insurer</b>	Collinson Insurance
<b>Motor Insurance Claim</b>	A claim <b>You</b> make under <b>Your Vehicle's Motor Insurance Policy</b> .
<b>Motor Insurance Excess</b>	The amount <b>You</b> must pay towards a <b>Motor Insurance Claim</b> under the terms of <b>Your Motor Insurance Policy</b> .
<b>Motor Insurance Policy</b>	The insurance policy issued by a <b>Motor Insurer</b> that covers <b>Your Vehicle</b> for social, domestic, pleasure, commuting, commercial use, or business use up to <b>Business Use Class 3</b> , and meeting the requirements of the UK's Road Traffic Act.
<b>Motor Insurer</b>	An insurer authorised by an appropriate regulatory authority to provide a <b>Motor Insurance Policy</b> for <b>Your Vehicle</b> to be legally driven on a UK public highway.
<b>Named Driver(s)</b>	The people allowed to drive <b>Your Vehicle</b> under the terms of <b>Your Vehicle's Motor Insurance Policy</b> .
<b>Premium</b>	The premium is the amount <b>You</b> need to pay in order to be covered under this policy.
<b>Short-term Self-drive</b>	Where another person drives <b>Your Vehicle</b> in exchange for a fee.
<b>Supplying Centre</b>	The motor dealer that supplied or serviced <b>Your Vehicle</b> and that the <b>Insurer</b> authorises to introduce and/or arrange this policy.
<b>Territorial Limits</b>	England, Scotland, Wales and Northern Ireland, Channel Islands or the Isle of Man.
<b>Toyota Accident Management Care</b>	A comprehensive accident damage repair service offered through Toyota approved bodyshops and retailers. <b>All repairs arising from a Motor Insurance Claim must be conducted through this service for any benefit to be paid under this policy.</b> <b>You</b> can read more about this service at <a href="https://www.toyota.co.uk/owners/accident-care">https://www.toyota.co.uk/owners/accident-care</a> .
<b>Waived or Reimbursed</b>	Where a third party has already paid, or is liable to pay, the <b>Motor Insurance Excess</b> .
<b>We, Our, Us</b>	The <b>Insurer</b> and/or the <b>Administrator</b> acting as its agent.
<b>You, Your</b>	The individual named as the policyholder on the <b>Certificate of Insurance</b> .
<b>Your Vehicle</b>	The vehicle listed on <b>Your Certificate of Insurance</b> .

## ELIGIBILITY

You are **eligible** for this policy if:

- ✓ You've taken delivery of (or serviced) **Your Vehicle** at an authorised Toyota centre within the last 60 days
- ✓ You're a resident within the **Territorial Limits** for the duration of this policy
- ✓ You're the registered keeper and/or owner of **Your Vehicle**
- ✓ You use **Your Vehicle** exclusively for social, domestic, pleasure, commuting or **Business Use Class 3** purposes
- ✓ You or any person permitted to drive **Your Vehicle** holds a current, valid driving licence (not including provisional driving licences)
- ✓ **Your Vehicle** is registered and used principally within the **Territorial Limits**.

You are eligible if all of the above are true.

You are **NOT eligible** for this policy if Your Vehicle:

- \* Weighs more than 3,500kg
- \* Is used for **Short-term Self-drive**, or as a driving tuition vehicle
- \* Is used as a company fleet vehicle, or company pool car
- \* Is insured on any type of motor trade insurance policy
- \* Is used in a dispatch or public service capacity, such as a Military, Police or Ambulance vehicle
- \* Is used at any time for competition; rally; racing; track days; speed testing; off-road; pacemaking, or reliability trials
- \* Is imported, or isn't built for sale in the **Territorial Limits** (unless specifically manufactured as right-hand drive)
- \* Has been previously declared a **Total Loss**
- \* Isn't purchased from, or serviced by, a **Supplying Centre**.

You are NOT eligible if any of the above are true.



**EXCLUDED VEHICLES:** Light commercial vehicles; delivery vehicles; panel vans; motorcycles; quad bikes; scooters; mopeds; tricycles; kit cars; buses; coaches; motorhomes; stretched limousines; trailers; touring caravans, and vehicles with non-manufacturer fitted LPG conversions aren't eligible for cover under this policy.

## To be covered

- You'll need to pay any **Premium** due as stated in **Your Certificate of Insurance**.
- You should adhere to the terms and conditions of both this policy and **Your Motor Insurance Policy**, otherwise it could affect settlement of any claim **You** make.



**IMPORTANT** – You should check all of the eligibility requirements set out above and the details in **Your Certificate of Insurance**. If You are unsure if You meet the policy's eligibility requirement or any details do not appear to be accurate, We're here to help on **0333 0444 701** or [toyota.support@insurethat.com](mailto:toyota.support@insurethat.com)



## YOUR COVER

### What's Covered

Your Toyota Excess Protection policy is designed to pay **You**, subject to the **Individual Claim Limit** and **Aggregate Claim Limit**, the amount **You** pay as a **Motor Insurance Excess** in the event **Your Vehicle** is involved in an **Incident** which results in **You** making a successful **Motor Insurance Claim** under **Your Motor Insurance Policy**.



All repairs required as part of **Your Motor Insurance Claim** **MUST** be carried out through **Toyota Accident Management Care** for any benefit to be claimed under this policy. **Toyota Accident Management Care** provides a comprehensive manufacturer-approved solution for ensuring **Your Vehicle** is repaired using genuine parts and paints. Further details are available at <https://www.toyota.co.uk/owners/accident-care>.

### 1. Excess Protection

We will provide cover against a **Motor Insurance Excess** being charged to **You** as part of a successful **Motor Insurance Claim** by **You** arising from an **Incident** such as an accident, fire, theft, or vandalism. In the case of an accident, this policy will provide this cover to **You** even if the **Incident** is **Your** fault.

**Your** claim will be authorised (an **Authorised Claim**) when **We** receive from **You** the settlement letter from **Your Motor Insurer**, proof of **You** making the **Motor Insurance Excess** payment and a copy of **Your Vehicle's Motor Insurance Policy** schedule (Please see the "Making a Claim" section).

If the **Incident** has been determined by **Your Vehicle's Motor Insurer** to be:

- **Your** fault, then **Your Authorised Claim** will be settled immediately, or;
- The fault of a third party (in full or part), then **Your Authorised Claim** will be settled if **Your Motor Insurance Excess** has not been recovered from the third party within six months.



The most **We** will pay under this policy is the **Aggregate Claim Limit** set out in **Your Certificate of Insurance**. Once the **Aggregate Claim Limit** is reached, this policy will be automatically cancelled, and **You** will be responsible for paying all future amounts due under any **Motor Insurance Policy**.

## Your Cover – Where & When?

**You're** covered from the start date listed on **Your Certificate of Insurance** until the earliest of the following:

- a) The end of the period of cover shown on **Your Certificate of Insurance**.
- b) The date on which the **Aggregate Claim Limit** is reached.
- c) The date this policy is cancelled by **You** (as set out in the *"How to Cancel"* section), or by **Us**.
- d) The date **Your Vehicle** is sold or repossessed.

**We'll** not pay any claim if the claim occurs outside of this period.

**You're** covered for **Incidents** involving **Your Vehicle** which arise anywhere in the world, provided that **Your Vehicle** is covered for this under your **Motor Insurance Policy**. You should check your **Motor Insurance Policy** to confirm if there are any territories **You** may not be covered within. Wherever an **Incident** occurs, **You** still need to notify **Us** of **Your** claim in accordance with the claim conditions (Please see the "Making a Claim" section).

## What's **NOT** covered

This policy won't cover:

- \* Any **Incident** which:
  - o Does not require **You** to pay a **Motor Insurance Excess**;
  - o Is, or could be, an **Imminent Claim**;
  - o Is not covered by a valid, maintained, and current **Motor Insurance Policy** either in **Your** name or where **You** are a **Named Driver**;
  - o Requires repairs to **Your Vehicle** and **You** do not use **Toyota Accident Management Care** to arrange these repairs; or
  - o Requires only glass repair / replacement; or
  - o Is a vehicle breakdown or mis-fueling event; or
- \* Any **Motor Insurance Excess** which:
  - o Is **Waived or Reimbursed**; or
  - o Is not exceeded (i.e. is the total accepted value of the **Motor Insurance Claim**); or
  - o Is covered under any other insurance. (In this case, **We** will only pay **Our** proportionate share of any such claim).
- \* Any **Motor Insurance Claim** which:
  - o is rejected by the **Motor Insurer**; or
  - o does not involve **Your Vehicle** as listed on **Your Certificate of Insurance** (for example, where **You** are driving another vehicle).
- \* Any costs:
  - o Greater than the **Individual Claim Limit** for a single **Motor Insurance Claim**;
  - o Greater than the **Aggregate Claim Limit** for all **Motor Insurance Claims** in total;
- \* The contents of **Your Vehicle**;
- \* Any **Excess** payable under this policy (If applicable, please see **Your Certificate of Insurance**);
- \* Any liability that **You** accept by agreement or contract unless **You** would have been liable anyway;
- \* Any other costs that are indirectly caused by the event which led to **Your** claim;
- \* Losses of any kind caused by nuclear substances or activity;
- \* Losses of any kind caused by war, civil commotion, labour disturbances, riot, strike, lockout, public disorder or any form of terrorism.



**IMPORTANT** – **You** should tell **Us** as soon as possible when an **Incident** occurs which could result in a **Motor Insurance Claim** so we can assist **You** to comply with the terms of this policy. If **You** do not do so, and this results in one of the exclusions above occurring, settlement of **Your** claim could be reduced or rejected.



All repairs required as part of **Your Motor Insurance Claim** **MUST** be carried out through **Toyota Accident Management Care** for any benefit to be claimed under this policy. **Toyota Accident Management Care** provides a comprehensive manufacturer-approved solution for ensuring **Your Vehicle** is repaired using genuine parts and paints. Further details are available at <https://www.toyota.co.uk/owners/accident-care>.

## MAKING A CLAIM

When **Your Vehicle** experiences an **Incident** which may give rise to a **Motor Insurance Claim**, please contact **Us**. You'll need **Your Certificate of Insurance** and vehicle registration to hand. You can contact **Us**:



Online: <https://toyota.insurethat.com>



By email: [toyota.claims@insurethat.com](mailto:toyota.claims@insurethat.com)



By telephone: 0333 0444 701



In writing: InsureThat, Sterling House, Sitka Drive, Shrewsbury Business Park,  
Shrewsbury, Shropshire, SY2 6LG



**REMEMBER** – To be eligible for any benefit under this policy, if any repairs are required to **Your Vehicle**, **You** MUST also use the **Toyota Accident Management Care** service to arrange these repairs.

In order for **Us** to assess **Your** claim, **You** must follow the prescribed claims procedure as explained in this document or by **Our** claims team. The claims procedure is as follows:

- Upon an **Incident** which may give rise to a **Motor Insurance Claim**, **You** should notify **Us** by one of the means above of **Your** claim;
- **You** and any **Named Drivers** must take reasonable steps to safeguard against loss or additional exposure to loss.
- **We** will request information to allow **Us** to assess **Your** claim. **We** will require:
  - **Your** personal and **Vehicle** details;
  - Full details of the **Incident** and the resulting damage;
  - A copy of the settlement letter from **Your Vehicle's Motor Insurer**;
  - A copy of **Your Vehicle's Motor Insurance Policy** schedule and wording;
  - Proof that **You** have made the **Motor Insurance Excess** payment;
- Once **We** have received all of the required information, **We** will assess **Your** claim.
- If the claim is covered under **Your** policy, **We** will then ask **You** to pay any **Excess** (if applicable and shown in **Your Certificate of Insurance**).
- Once **You** have paid the **Excess** (if applicable), **We** will settle **Your** claim as follows:
  - If the **Incident** has been determined by **Your Vehicle's Motor Insurer** to be:
    - **Your** fault, then **Your Authorised Claim** will be settled immediately, or;
    - The fault of a third party (in full or part), then **Your Authorised Claim** will be settled if **Your Motor Insurance Excess** has not been recovered from the third party within six months.

Depending on **Your** circumstances, **We** may require additional information or documentation so that **We** can authorise **Your** claim. To avoid delays, documentation should be provided to **Us** as soon as **You're** able. All documentation will need to be supplied at **Your** own expense.



## CHANGES IN CIRCUMSTANCE

Our team are here to help **You** if **You** need to make a change to **Your** policy. **You** can contact **Us**:



Online: <https://toyota.insurethat.com>



By email: [toyota.support@insurethat.com](mailto:toyota.support@insurethat.com)



By telephone: 0333 0444 701



In writing: InsureThat, Sterling House, Sitka Drive, Shrewsbury Business Park,  
Shrewsbury, Shropshire, SY2 6LG

### Changes in circumstances after purchase?

**We** want to be able to pay **Your** claim, but if **You** don't tell **Us** about a change in **Your** circumstances **You** or **Your Vehicle** could become ineligible for cover, meaning **We** might not be able to. If **You** contact **Us** however, **We'll** be able to let **You** know if **You're** still covered.

If any of the changes in circumstances listed below occur after **You** purchase this policy, **You** should contact **Us**:

- **You** change or transfer ownership of **Your Vehicle**
- **You** change what **You** use **Your Vehicle** for
- **You** make any modifications to **Your Vehicle**
- **You** change the registration number of **Your Vehicle** to a cherished number plate
- **You** change **Your** address
- **You** change **Your** name (for example, due to marriage)
- **You** develop any problems that affect **Your** ability to drive.

If **You** advise **Us** of a change in **Your** circumstances and **You** or **Your Vehicle** become ineligible for cover, **We'll** cancel **Your** policy and let **You** know if **You're** entitled to a partial refund.

### No Transfers Permitted

**You** cannot transfer this policy to another vehicle or another person.

## CANCELLATIONS & COMPLAINTS

If **You** need to cancel **Your** policy or in the unfortunate event **You** should need to make a complaint, **You** should contact **Us**:



Online:

<https://toyota.insurethat.com>



By email:

[toyota.support@insurethat.com](mailto:toyota.support@insurethat.com)



By telephone:

0333 0444 701



In writing:

InsureThat, Sterling House, Sitka Drive, Shrewsbury Business Park,  
Shrewsbury, Shropshire, SY2 6LG

### How to cancel?

If this policy doesn't meet **Your** needs **You** can cancel it at any time. If **You** cancel within 30 days of receiving **Your** policy documents and **We've** not authorised any claim, **We'll** provide a full refund of the **Premium You've** paid (if any).

In addition to **Your** statutory rights, if **You** cancel this policy at any time after the first 30 days and **We've** not authorised any claim, **We'll** provide a refund of the unused portion of the **Premium You've** paid. Any refund will be calculated on a daily pro-rata basis from the date **We** receive the letter, email or phone call of cancellation.

To cancel this policy, please contact **Us** using the details above.

### Our Right To Cancel

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **You** at **Your** last known address. Valid reasons may include but are not limited to:

- Fraud
- Non-payment of premium
- Threatening and abusive behaviour
- Non-compliance with policy terms and conditions

Provided the premium has been paid in full **You** will be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

## What to do if you have a complaint

**We** hope **You'll** not have any cause to complain, however if **You** wish to make a complaint about how this policy was sold to **You** please contact the **Supplying Centre**.

If **You** wish to complain about any other aspects of this policy please contact **Our** Customer Care Manager using the details above, who will investigate the matter. If **You** make a complaint, **We'll** confirm receipt within 5 working days and aim to resolve the problem within 8 weeks.

If **You** aren't satisfied with the outcome of **Your** complaint (or if **We** have not given **You** a final response within 8 weeks), **You** can ask the Financial Ombudsman Service to review **Your** case. **You** can contact them:

By telephone: 0800 023 4567

By email: [complaint@financialombudsman.org.uk](mailto:complaint@financialombudsman.org.uk)

In writing: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR



For more information, please visit <https://www.financial-ombudsman.org.uk/>

This procedure does not affect **Your** statutory rights and is in addition to any other rights **You** have to take legal proceedings.

## LEGAL, REGULATORY & DATA PROTECTION

### Your Insurer

This policy wording confirms **You** have a contract of insurance with the **Insurer**.

#### Insurer



This policy is underwritten by Collinson Insurance (a trading name of Astrenska Insurance Limited), registered in England and Wales (01708613) and authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority No. 202846.

#### Administrator



This policy is administered by Toyota Insurance Management UK Limited on behalf of the **Insurer**. Toyota Insurance Management UK Limited is authorised and regulated by the Financial Conduct Authority with FCA number 983839. Toyota Insurance Management UK Limited is registered in England and Wales with company number 14297877 and its registered office is at 7th Floor, 52-56 Leadenhall Street, London, United Kingdom, EC3A 2BJ.

### Premiums

The **Premium** is the amount **You** need to pay in order to be covered under this policy. **You** can pay the **Premium** in full, or by monthly payments if the **Supplying Centre** offers this facility.

If **You** pay the **Premium** in instalments and miss a payment, **We'll** write to **You**. **You'll** have two weeks from the date **You** receive **Our** letter to pay the arrears, and if **We** don't receive any correspondence from **You** within two weeks of the date **You** receive **Our** letter, **We'll** cancel this policy with immediate effect.

If **You** wish to reinstate the policy after **We've** cancelled it, **You'll** need to contact **Us**. **You'll** have 60 days from the date the **Premium** was originally due and will have to pay the outstanding amount and provide **Us** with a declaration that no claims are known, pending or reported. If **You** don't contact **Us** within 60 days **We** won't be able to reinstate the policy. If **You** don't wish to reinstate the policy **You** should contact **Us** to find out whether **You're** entitled to any refund.

Please note that if **You** pay for this policy in instalments, any outstanding payments **You're** contracted to pay will be deducted from any settlement **We** make.

If **You** have received this policy free of charge (please see **Your Certificate of Insurance**), then no **Premium** payments will be required.

### Our Rights

In addition to the rights provided by law and as set out in this policy, in order for **Us** to effectively and legally provide cover and process claims, **You** agree that:

- **We** can approach any third party in relation to **Your** claim(s).
- **We** can take proceedings in **Your** name (at **Our** expense) to recover for **Our** benefit the amount of any payment made under this policy.
- **We** shall not be liable to pay any claim or other sums where this would expose **Us** to any sanction, prohibition or restriction under United Nations resolutions, asset freezing or trade or economic sanctions, laws or regulations of the European Union, United Kingdom, and/or all other jurisdictions where **We** transact business.

## Financial Services Compensation Scheme

The Financial Services Compensation Scheme covers this policy. **You** may be entitled to compensation from this scheme if **We** cannot meet our liabilities under this policy. Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by telephoning 0207 741 4100.



## Other insurance

If the risk covered by this policy is also covered by any other insurance **You** should tell **Us** about the other insurer(s) when **You** make a claim.

## Consumer Insurance Act

**You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:

- Supply accurate and complete answers to all the questions **We** or the selling broker may ask as part of **Your** application for cover under the policy.
- To make sure that all information supplied as part of **Your** application for cover is true and correct
- Tell **Us** of any changes to the answers **You** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **Your** policy is invalid and that it does not operate in the event of a claim.

## Fraud

**You** must not act in a fraudulent way. If **You** or anyone acting for **You**:

- Fails to reveal or hides a fact likely to influence whether **We** accept **Your** proposal, **Your** renewal, or any adjustment to **Your** policy.
- Fails to reveal or hides a fact likely to influence the cover **We** provide.
- Makes a statement to **Us** or anyone acting on **Our** behalf, knowing the statement to be false.
- Sends **Us** or anyone acting on **Our** behalf a document, knowing the document to be forged or false.
- Makes a claim under the policy, knowing the claim to be false or fraudulent in any way.
- Makes a claim for any loss or damage **You** caused deliberately or with **Your** knowledge.

If **Your** claim is in any way dishonest or exaggerated, **We** will not pay any benefit under this policy, and **We** may cancel **Your** policy immediately and backdate the cancellation to the date of the fraudulent claim. We may also take legal action against **You** and inform the appropriate authorities.

## Data protection

### How We Use the Information About You

As a data controller, **We** collect and process information about **You** so that **We** can provide **You** with the products and services **You** have requested. **We** also receive personal information from **Your** agent on a regular basis while **Your** policy is still live. This will include **Your** name, address, risk details and other information which is necessary for **Us** to:

- Meet **Our** contractual obligations to **You**.
- Issue **You** this insurance policy.
- Deal with any claims or requests for assistance that **You** may have.
- Service **Your** policy (including claims and policy administration, payments, and other transactions).
- Detect, investigate, and prevent activities which may be illegal or could result in **Your** policy being cancelled or treated as if it never existed.
- Protect **Our** legitimate interests.

In order to administer **Your** policy and deal with any claims, **Your** information may be shared with trusted third parties. This will include members of The Collinson Group, third party administrators, contractors, investigators, crime prevention organisations and claims management organisations where they provide administration and management support on **Our** behalf. Some of these companies are based outside of the European Union where different data privacy laws apply. Wherever possible, **We** will have strict contractual terms in place to make sure that **Your** information remains safe and secure.

**We** will not share **Your** information with anyone else unless **You** agree to this, or **We** are required to do this by **Our** regulators (e.g., the Financial Conduct Authority) or other authorities.

The personal information **We** have collected from **You** will be shared with fraud prevention agencies and databases who will use it to prevent fraud and money-laundering and to verify **Your** identity. If fraud is detected, **You** could be refused certain services, finance, or employment. Further details of how **Your** information will be used by **Us** and these fraud prevention agencies and databases, and **Your** data protection rights, can be found by visiting [www.cifas.org.uk/fpn](http://www.cifas.org.uk/fpn) and [www.insurancefraudbureau.org/privacy-policy](http://www.insurancefraudbureau.org/privacy-policy).

### Processing Your data

**Your** data will generally be processed on the basis that it is:

- Necessary for the performance of the contract that **You** have with **Us**.
- Is in the public or **Your** vital interest: or.
- For **Our** legitimate business interests.

If **We** are not able to rely on the above, **We** will ask for **Your** consent to process **Your** data.

### How We store and protect Your information

All personal information collected by **Us** is stored on secure servers which are either in the United Kingdom or European Union. **We** will need to keep and process **Your** personal information during the period of insurance and after this time so that **We** can meet **Our** regulatory obligations or to deal with any reasonable requests from **Our** regulators and other authorities.

**We** also have security measures in place in **Our** offices to protect the information that **You** have given **Us**.

How You can access Your information and correct anything which is wrong.

You have the right to request a copy of the information that We hold about You. If You would like a copy of some or all of Your personal information, please contact Us by email or letter as shown below:

Email address: [dpo@aioinissaydowa.eu](mailto:dpo@aioinissaydowa.eu)

Postal Address: The Data Protection Officer, Toyota Insurance Management UK Limited, The Hallmark Building, 7th Floor, 52-56 Leadenhall Steet, London EC3A 2BJ

This will normally be provided free of charge, but in some circumstances, We may either make a reasonable charge for this service or refuse to give You this information if Your request is clearly unjustified or excessive.

We want to make sure that Your personal information is accurate and up to date. You may ask Us to correct or remove information You think is inaccurate.

If You wish to make a complaint about the use of Your personal information, please contact Our Complaints manager using the details above. You can also complain directly to the Information Commissioner's Office (ICO). Further information can be found at [www.ico.org.uk](http://www.ico.org.uk).

## Law applicable to this policy

The laws of England and the jurisdiction of the English courts apply to this policy. This policy is in addition to Your legal rights.

## HOW TO CONTACT US

We recommend that **You** save the below to **Your** mobile phone.

### Claims Team



Online: <https://toyota.insurethat.com>



By email: [toyota.claims@insurethat.com](mailto:toyota.claims@insurethat.com)



By telephone: 0333 0444 701



In writing: InsureThat, Sterling House, Sitka Drive, Shrewsbury Business Park,  
Shrewsbury, Shropshire, SY2 6LG

### Customer Services Team



Online: <https://toyota.insurethat.com>



By email: [toyota.support@insurethat.com](mailto:toyota.support@insurethat.com)



By telephone: 0333 0444 701



In writing: InsureThat, Sterling House, Sitka Drive, Shrewsbury Business Park,  
Shrewsbury, Shropshire, SY2 6LG

Telephone lines are open Monday – Friday between the hours of 9.00 am – 5.30 pm

If **You** have any difficulties reading this document, please contact the Customer Services Team using the details provided above.