

# RGA UK LTD: Privacy Policy

## **RGA FAIR PROCESSING STATEMENT**

This policy applies to the handling of personal data. This is data relating to a living individual who can be identified from the data.

All information RGA UK Ltd hold concerning contact data of individuals are held and processed by RGA UK Ltd strictly in accordance with the provisions of the Data Protection Act 1998. Such data will be used by RGA UK Ltd to administer our relationship with our clients and to provide our clients with information about specialised Meeting & Events Industry research and for related purposes. The legal basis for processing data is "legitimate interest" as RGA UK Ltd benefits from licencing direct marketing data. The information we hold may include personal names, job title, company address, company telephone and company email addresses of meetings industry professionals or personal details held in relation to our work for our clients. We do not hold any "sensitive data" about our data subjects and the data held by RGA is not likely to result in a high risk to the rights of the data subjects.

RGA UK Ltd shall be open and honest about how personal data collected will be used only for marketing purposes considered relevant to the subject in a professional capacity. RGA will ensure personal information provided to us is safe and accurate and that information held on our computer systems, paper filing systems and cloud storage is secure to guard against unauthorised or unlawful processing or accidental loss, destruction of, or damage to personal data. The data is only disclosed to persons who have reasons to access it.

RGA shall make every effort to ensure the data is not released to any party who may not respect the rights of the data subject. We do not use your data for any automated decision making or profiling.

RGA will make all reasonable efforts to ensure the data collected is accurate, rectify any inaccuracies as soon as possible and update the data regularly to maintain accuracy and relevance.

Our corporate website does not collect extensive information about our visitors. We use Google Analytics to understand more about how you use our website. This information is not shared with any third party.

You have the right to withdraw consent for RGA to process your data. If you feel we are not being fair with you, please tell us so we can try to correct it.

RGA UK Ltd does not collect credit or debit card details.

## **RGA POLICY FOR HANDLING PERSONAL DATA**

### **BUSINESS CONTACT INFORMATION**

RGA research contact information identifying decision makers in UK organisations. We provide these contact details to hotels, conference centres, meeting & event venues and specialised service providers who are looking to promote their products / services using direct marketing that is relevant to you in a professional capacity. We make you aware of how your data will be used by asking and recording your preferred means of contact via direct marketing: by post, phone or email or if you do not wish to be contacted at all. We will delete your personal data if you tell us to and not contact you again. This means we may need to keep your contact details to make sure we comply with your wishes.

RGA's own inhouse team telephone your organisation to obtain and or check your personal data by conducting a telephone research interview to understand your interest in receiving relevant direct

marketing. Should we not be able to contact you directly we will speak to a colleague who considers they have the authority to provide this information on your behalf. During our conversation we shall remind you of your rights and provide you with any information you may request. We intend to keep your data for as long as we believe that it is relevant & current. Our normal procedure is to contact you on an annual basis to check the details. But, it may be much sooner if we believe there have been changes to your responsibility or that of the organisation.

RGA provide your data to our network of clients under licence (outlined in our business Terms & Conditions) for appropriate marketing use that is relevant to you in your professional role. The "client" is required to delete the data when the licence expires. If you feel this has not been done or if you are receiving inappropriate direct marketing, please contact us.

RGA's aim in researching your data is to facilitate marketing that is relevant and assists you in your professional role.

### **CUSTOMER CONTACT INFORMATION**

We hold details of our customers: contact name, job title, company address, telephone number and email address that enables us to make contact. These details will be frequently updated and only held for a reasonable length of time. Customers can ask us to remove their data at any time.

### **SUPPLIER CONTACT INFORMATION**

We hold information about our suppliers that enable us to communicate: contact name, job title, company address, telephone number and email address. This information will be held on our system for what we consider to be a reasonable period of time. This information is only available to employees of RGA UK Ltd.

### **EMPLOYEE CONTACT INFORMATION**

Information we hold about our employees enables us to employ, remunerate, manage their work and maintain a compliant working environment. In case of any dispute, we may need to make this information available to authorities or legal professionals.

## **GENERAL**

Individuals have a right under the Data Protection Act 1998 to obtain information from us, including a description of the data that we hold on you. Should you have any queries concerning the data we hold or wish to change your preferences, please contact RGA UK Ltd, RGA Centre, Holwell, Oxfordshire. OX18 4LD or, email [admin@rgaukltd.co.uk](mailto:admin@rgaukltd.co.uk)

RGA UK Ltd registered in England & Wales 3902620  
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Telephone 01993 822303 & 0845 605 2303

Should you wish to make a complaint, please contact The Information Commissioners Office:  
[www.ico.org.uk](http://www.ico.org.uk)