



SecureHealth

Privacy Notice

Your personal information

SecureHealth is a trading style of Health-on-Line Company (UK) Limited who is part of the AXA UK Group.

Please make sure that everyone covered by our policies under SecureHealth reads this summary and the full data privacy policy on the **AXA (UK) website**.

- ✓ We want to reassure you we never sell personal information to third parties. We will only use your information in ways we are allowed to by law, which includes only collecting as much information as we need. We will request your consent to process information, such as your medical information, when it's necessary to do so.
- ✓ We collect information from you about you and the family members (who are covered by your policy), your healthcare providers, your employer (if you are on a company scheme), your insurance broker if you have one and third party suppliers of information, such as credit reference agencies.
- ✓ We process your information mainly for managing your membership and claims, including investigating fraud. We also have a legal obligation to report suspected crime to law enforcement agencies. We also do some processing because it helps us run our business, such as research, finding out more about you, statistical analysis for example to help us decide on premiums and marketing.
- ✓ We may disclose your information to other people or organisations.
For example we'll do this to:
 - Manage your claims, e.g. to deal with your doctors;
 - Manage your policy with your insurance provider;
 - Help us prevent and detect crime and medical malpractice by talking to other Insurers and relevant agencies; or
 - Allow other AXA companies in the UK to contact you if you have agreed.
- ✓ When using your information, we may rely on your consent which you can withdraw it at any time, but if you do, we may not be able to process your claims or manage your policy properly.
- ✓ In some cases you have the right to ask us to stop processing your information or tell us that you don't want to receive certain information or communications from us. You can also ask us for a copy of information we hold about you and ask us to correct information that is wrong.

If you want to ask to exercise any of your rights please contact us:

- **In writing:** Customer Relations Manager, 80 Holdenhurst Road, Bournemouth, BH8 8AQ
- **By phone:** 01202 544 444
- **By email:** info@securehealth.co.uk

Healthcare | Protection | Wellbeing

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Health-on-Line Company UK Limited, trading as SecureHealth, registered in England and Wales with company number 03655704.

Registered office: 5 Old Broad Street, London, EC2N 1AD.

Authorised and regulated by the Financial Conduct Authority. Firm reference number 308776.

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