

# Windscreen Breakage Claim Form

Dear Policyholder,

We have received your Notification. Please complete this form fully and return it to the Company as soon as possible.

Please note that the issue of this form is not an admission of liability on the part of the Company.

## Personal Details

Insured Name:

Policy No.

Address:

Postcode:

Business or Occupation (incl. part-time occupations)

Are you registered for VAT? Yes  No

Phone No. Home:  Work:

Email:

## Vehicle

Registration Number:

Make:  Model:  Cubic Capacity:

Year of Manufacture:

## Circumstances

Date of Breakage:  /  /

Brief details of breakage and cause:

Name and address of person responsible:

## Replacement

Type of windscreen broken eg. laminated, toughened glass, etc.:

Type of replacement windscreen:

Please attach invoice:

- 1: You are reminded that there is no limit to the amount we will pay when repairs are carried out by Autoglass or National Windscreens but that a limit may apply under your policy when any other repairer is used
- 2: In all cases where malicious damage is suspected, the local Police station should be notified immediately.  
I/we declare the foregoing particulars to be correct according to our/my information and belief.  
I/we understand that you may ask for information from other insurers to check the answers I/we have provided.

Signature of Insured:   Date:   /  /

## Data Protection – Allianz plc Fair Processing Notice

This privacy notice tells you how we use your information and confirms that your Data Controller is Allianz plc (“we”, “us”, “our”), Allianz House, Elmpark, Merrion Road, Dublin 4. Our branch trading address is Allianz plc, 3 Cromac Quay, The Gasworks, Ormeau Road, Belfast, BT7 2JD. Email: info@allianz-ni.co.uk. Our Data Protection Officer is contactable at: DataProtectionOfficer@allianz.ie or write to The Data Protection Officer, Allianz House, Elmpark, Merrion Road, Dublin 4.

### How and why we use your personal information

Personal information provided by you or by others will be used by us, and your insurance intermediary (where applicable), for the provision and administration of insurance products, related services and for statistical analysis. Should you be unable to provide us with the required personal data, we will be unable to provide you with insurance or process a claim.

We will use and share certain personal data for *the performance of the contract or to take steps prior to entering into the contract of insurance*. The following processing activities are used for this legal purpose:

- providing a quotation,
- underwriting and pricing a policy,
- handling a claim,
- handling a third party claim,
- sharing details with or seeking personal information from your intermediary (if applicable) and anyone authorised by you to act on your behalf,
- sharing details with or seeking personal information from loss adjusters, repairers and other claims handling agents, medical practitioners, engineers and legal practitioners.

We will use and share certain personal data for *legitimate business interests*. The following processing activities are used for this legal purpose:

- risk management, auditing and the provision of legal advice which are key governance functions to protect the business,
- checking information provided ensures accuracy which contribute to effective underwriting and administration of insurance products and services,
- prevention and detection of fraud to help protect underwriting and premium,
- market research, customer satisfaction surveys, and data analytics, including profiling, to develop and enhance the customer relationship and journey as part of our business strategy,
- we may record or monitor calls for regulatory, training and quality purposes,
- sharing with or seeking information from:
  - other insurance companies to confirm information provided and to safeguard against non-disclosure and help prevent fraudulent claims,
  - the Motor Insurers’ Bureau (MIB) to assist in preventing or detecting theft and fraud,
  - the Motor Insurance Anti Fraud & Theft Register (MIAFTR) run by MIB and the Insurance Fraud Bureau, to prevent and detect fraud,
  - the Claims and Underwriting Exchange Register (CUE) run by MIB to combat fraud,
  - private investigators when we need to further investigate certain claims,
  - the Employers Liability Trading Office (ELTO), to help claimants identify the insurer to investigate their claim and to pursue compensation,
  - vehicle history check suppliers/ databases to protect our customers, inform our acceptance criteria and assist in claims investigations,
  - other fraud prevention and ID verification databases available in the insurance industry, including credit referencing check databases, to detect or prevent possible criminal activity or fraud,
  - the Police Service of Northern Ireland (PSNI) and other law enforcement agencies to detect, investigate or prevent possible criminal activity and fraud,
  - other companies in the Allianz Group to deliver the business strategy and fulfil our operating entity responsibilities,
  - customer research partners, including profiling, to develop and enhance the customer relationship and journey as part of our business strategy,
  - if you have a motor policy, your details will be added to the Motor Insurance Database (MID), managed by the Motor Insurers’ Bureau (“MIB”). MID data may be used by the DVLA and DVANI for the purpose of Electronic Vehicle Licensing and by the Police for the purposes of establishing whether a driver’s use of the vehicle is likely to be covered by a motor insurance policy and/or for preventing and detecting crime. If you are involved in an accident (in the UK or abroad), other UK insurers and the MIB may search the MID to obtain relevant policy information. Persons pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID. You can find out more from us, or at [www.mib.org.uk](http://www.mib.org.uk).

Where we obtain data from the above sources, the categories we obtain will be personal data or claims information relating to insurance profiling, claims handling and fraud prevention. We may need your consent for the processing of certain data and in these cases, we will inform you of such processing and the reason for this at the time consent is captured. Your personal data may be transferred to and/or accessed from a country outside the European Economic Area for payment card administration, IT support and due diligence checks. Such transfer/access is safeguarded by strict contractual obligations with these parties. If you would like more information on our international data transfers, please contact our Data Protection Officer. In all of these processing activities, your interests are considered and we ensure that necessary safeguards are in place to protect your privacy, such as contracts in place with third parties, restricted access to data, regular testing and evaluation of technical and organisational security measures, retention limitations etc.

### Representation

If you provide information about someone else, such as an additional insured, we will endeavour to provide this Data Protection Notice to them. Where it is not possible to do so, you must make them aware of this Data Protection Notice and the terms of the insurance (including changes to the terms or processing activities).

### **How long we keep your personal information**

We will keep your personal data only for as long as it is required for your insurance contract, to handle claims and to comply with our legal and regulatory obligations as documented in our Records Management Policy.

### **Your rights in relation to your personal information**

You have the right to request a copy of your personal data, and to have incorrect personal data about you corrected. You also have the right to withdraw your consent for the processing of your personal data, have your personal data erased, or the processing restricted. Please note that withdrawing consent and requests for restriction/erasure may affect our ability to provide you with a contract of insurance. Some of the above rights are subject to limitations in order for us to comply with a number of legal and regulatory obligations. You have the right to data portability for insurance purposes (contact [portability@allianz.ie](mailto:portability@allianz.ie)). You also have the right to lodge a complaint with the Data Protection Commissioner.

### **Automated decision making**

As part of the provision of your insurance contract, including at quotation stage, Allianz may use automated decision-making. This means that we may use your personal data to evaluate, analyse or predict the performance of your contract of insurance. Premiums are calculated according to the risk of loss, with the risk ascertained on the basis of profiling. This avoids unfair discrimination. In these cases, suitable safeguards are in place and you have the right to human intervention to express your interests and contest automated decisions.

### **Up to date information**

In order for us to keep your information accurate and up to date, please contact Allianz or your insurance intermediary (where applicable) if any of your details change.

### **Direct Marketing**

If your chosen preference is to receive marketing, we may contact you by email, SMS, phone or post with helpful information on products, services, special offers and competitions. If you no longer wish your information to be used for marketing purposes please write to us at Allianz plc, 3 Cromac Quay, The Gasworks, Ormeau Road, Belfast, BT7 2JD, or e-mail us at [info@allianz-ni.co.uk](mailto:info@allianz-ni.co.uk).

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Allianz is a trading name of Allianz p.l.c., registered in Ireland No. 143108.  
Registered offices: Allianz House, Elmpark, Merrion Road, Dublin 4.

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