

Legal

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Driving Ban Assistance

Driving Ban Assistance is a trading name of Citymain Administrators Limited, Lion House, Red Lion Street, London, WC1R 4GB Tel: 0844 576 2271 (calls may be recorded). Fax 0844 576 2333 Email: info@drivingbanassistance.co.uk registered in England no.3979666.

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- ▶ no graphics are used separately from the accompanying text; and

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The information and descriptions on the Site do not necessarily represent complete descriptions of all terms and conditions in relation to our products and services. Specific details will be included in the schedule of cover, policy or service which you intend to purchase.

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Whilst we have taken care in the preparation of the Site and take reasonable steps to ensure this website is always accessible, certain technical matters may be beyond our control and we cannot guarantee that you will have uninterrupted or error free access to all of the Site at all times, that defects will be remedied, or that the Site, or the server that makes the Site available, are virus free. Access may be suspended occasionally or restricted to allow for repair or maintenance or for the introduction of new services. We will not be held liable if for any reason the website is unavailable for any period. In addition, we cannot be held responsible for any technical problems you may suffer as a result of your use of this website.

External Links

Links to third party websites are provided solely at your convenience. When you activate these links you will leave the Site. We do not endorse or take responsibility for the content on third party websites or the availability of those websites and we are not liable for any loss or damage that you may suffer by using those website. If you decide to access linked websites you do so entirely at your own risk.

Site Access

The Site is directed at those who can access the Site from the UK and is intended for use by the UK residents only. Applications for products or services from non-UK residents will, unless otherwise stated, not be accepted.

Disclaimer

We will do our best to correct errors and omissions as soon as we can. Nevertheless, on occasion there may be mistakes in the price or type of product or service shown. In the event of such an error we reserve the right to cancel any contract we may have entered with you, but this of course, will be without any liability to you and a refund will be offered.

The following provisions should be read carefully as they exclude or limit our legal liability in connection with your use of this website. Nothing in these terms and conditions attempts to exclude liability that is not permissible under applicable law, including without limitation, death or personal injury, or for fraudulent misrepresentation.

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If any provision in these terms and conditions shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable for any reason, such provision shall be deemed deleted and will not affect the validity or enforceability of the remaining provisions.

Waiver

If you breach these terms of use and we do not take immediate action against you we are still entitled to enforce our rights and remedies in respect of any such breach or any subsequent breach.

Jurisdiction and Law

English Law shall govern the use of this website and in the event of a dispute you irrevocably submit to the exclusive jurisdiction of the English Courts.

Privacy & Security

Collection of Information

We take your privacy very seriously and promise to respect your personal information. Information is collected fairly and lawfully in accordance with the Data Protection Act 1998 (as amended and updated from time to time). When you obtain a quote and/or purchase a policy we will need to know some personal information about you, including your name, address, email address, number of existing and pending penalty points and date of birth. This enables us to process your purchase. We may also collect further information in due course if you contact us and/or make a claim. Accordingly by providing us with this information you are agreeing to the use of your data in accordance with this policy. We will do our best to ensure that your details are kept accurate and up to date and we would ask you to assist us in doing so by notifying us of any changes.

We are constantly striving to improve the quality of our service and the efficiency of our systems and so, from time to time, we may use your personal information to help us do this.

Exchange of Information

We exchange personal information with approved organisations for underwriting and fraud prevention purposes and we may provide such information to others where required by law.

We, and other companies associated to us, will use and analyse your personal information for the following purposes:

- ▶ managing and administering products and services that we supply – in the case of insurance products this will include underwriting, reinsurance and claims handling purposes and may include disclosing your information to other insurers, reinsurers, regulatory authorities or to our agents who provide services on our behalf.
- ▶ considering any application for products you may make and to help in making credit-related decisions about where appropriate;
- ▶ financial risk assessment, money laundering checks, compliance and regulatory reporting and fraud prevention;
- ▶ assisting in making decisions on insurance proposals, other products and any claims made by you, members of your household, and others connected with your insurance proposals and claims; and
- ▶ helping us to develop new and innovative products and services.

Your personal information will only be disclosed to a third party outside of Citymain Administrators Limited if such a third party has agreed to keep your personal information strictly confidential and use it only for the purpose for which we provide it to them and;

- ▶ it is necessary for the performance of an agreement we have with you;
- ▶ you have given your consent to the disclosure;
- ▶ such disclosure is required or permitted by law;
- ▶ we are entitled to transfer rights and/or obligations as provided under the terms of any policy you may purchase;
- ▶ any such third party provides benefits or services to you under or in connection with our agreement with you; or
- ▶ it is a credit reference or fraud prevention agency.

Dealing With Other People

If you would like someone else to be able to deal with your policy for you on a regular basis please **Contact Us**. In some exceptional circumstances we may also deal with other people who call us on your behalf, with your consent.

Monitoring and Recording of Emails and Telephone Calls

We may record telephone calls for monitoring and training purposes and to assist us in preventing and detecting fraud. By using such communication methods you are consenting to this.

Data Storage Security

Any saved personal information is held confidentially and safely on our mainframe computer with security systems to prevent unauthorised access.

We take security very seriously and we use one of the strongest available security systems to protect your communications with us. Whenever an online form is completed, such as a request for a quote, it is automatically protected using something called a Secure Socket Layer ("SSL") between the computer and our system. SSL works in the following ways:

▶ it prevents impersonation – you can tell that you are using a genuine SSL site by the padlock symbol at the bottom of the screen. Clicking on either the padlock or the image opposite will reveal our Registration Certificate that is issued by Verisign, a leading Internet security company.

▶ it encrypts data – as soon as the computer has recognised our computer system they encrypt all information that is passed between them. Data encryption means that no one else can read or change your information as it travels over the internet.

▶ it prevents scrambling – SSL uses a Message Authentication Code to prevent anyone tampering with the Site. The computer will always check this code before it takes a message from us. This means that if anyone tried to interfere with a message, the computer would not recognise the code and would alert the user.

Security

Please be on your guard for suspicious emails. If you do receive an email asking you to submit account or security details (such as a credit card number or password) or if you are suspicious in any way of any communication you are asked to provide over the internet in connection with Driving Ban Assistance please **Contact Us**

If you wish to discuss any matter set out in this document please **Contact Us**.

Contact Us

You will find most questions answered at **Frequently Asked Questions**. Please read there first before continuing below.

We welcome all queries and questions. Please contact us at:

Email: info@drivingbanassistance.co.uk

Fax: 0844 576 2333

Post: Driving Ban Assistance, PO Box 116, Ryde, PO33 2WX

Tel: 0844 576 2271 Monday to Friday 9:00am-5:30pm

Please be assured that we treat each enquiry with confidentiality and that we will endeavour to answer you as fully and promptly as possible. Any information provided will only be used for the purpose for which it was submitted.

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For further information please see **Legal Document** and **Certificate of Insurance**