



Insurance Services – Privacy Notice

This Notice should be read in conjunction with the Council's general Privacy Notice : [Your privacy | Shropshire Council](#)

This Notice provides additional detail relating to the processing of Personal Data in relation to the provision of the council's Insurance Services.

Details of information obtained from third parties

If your claim involves an injury, we will require information from your Doctor and specialists to investigate your claim fully.

If your claim involves a council contractor then we will require sight of any information that they may hold on you in order that the claim can be investigated fully.

How is your information used?

We may use your information to:

- Assess your entitlement for any claim you have submitted
- Process payments or charges
- Carry out our obligations arising from any contracts entered into by you and us,
- notify you of changes to our services
- Send you communications which you have requested and that may be of interest,
- Fulfil our legal obligations under Common Law to process liability claims fairly which will include our obligation to process personal data,
- Investigate possibly fraudulent claims.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed;

- **Insurance Claims Handlers** – Within the terms of the Council's Insurance Policy, liability claims are to be handled by insurer's appointed claims handlers. Information is shared with them in order that they can fully investigate the claim and come to a decision regarding liability.
- **Insurance Company** – the Council's Insurers will have sight of the information in order that their Underwriters can come to a decision on liability when required.
- **Solicitors** – when a claim is litigated the Council will appoint a firm of solicitors and they will require sight of all documentation in order for them to represent the council appropriately.
- **Internally with Service Areas** for whom the claim is against in order that they

can provide supporting documentation to allow full consideration of the claim. This may include payroll, HR and occupational health dependent on the type of claim.

- **Statutory agencies**, such as the Police, National Fraud Authority – We may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks.
- **Other Insurers** where we have a duty to protect the public purse from fraudulent claims.
- **Contractors** – Where a contractor we have appointed is deemed to be at fault, we will share your Claim Form with them so they can take over the handling of your claim.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule and in line with statutory limitation periods for bringing a claim in law.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

What are your rights in relation the personal data we process?

Please refer to the main notice for this information.

Complaints and concerns about the handling of your personal information:

Please refer to the main notice for this detail.

Date this Notice was last reviewed:

September 2025