

STERLING LIFE LIMITED

Privacy Policy

Sterling Life Limited ("Sterling") and its associated companies are committed to protecting your privacy on line. Our Privacy Policy explains how we collect information from you or in relation to the Sterling website ("the Site") and what we do with it.

What data do we collect from you and how do we use it?

Parts of our Site will invite you to contact us using the details provided. From time to time you may wish to contact us in this way, either by sending an email to us, contacting us by telephone, or writing to us. If you submit any personal information to us through this Site, we will only use this information without your prior consent to respond to any queries you may have or any comments you have made to us. We will also use this information for any subsequent communications of any kind that there may be between us. We may pass this information between members of the Sterling Group and The Ministry of Defence or their authorised scheme manager for these purposes, but we will not pass on any details to third parties unless you give your prior consent. You should however be aware that in certain circumstances we may be required by legal authority to pass information to third parties or if we believe this action is necessary to protect and defend the rights, property or personal safety of members of staff of Sterling or members of the public.

You have the right to access, correct or remove the personal data that we hold about you. For further information as to your rights in this respect, please contact the Data Protection Controller, Sterling Life Limited, Ambassador House, Paradise Road, Richmond upon Thames, Surrey TW9 1SQ or the Office of the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Non-Personal Information

When you access the Site, we may automatically collect non-personal information about you, such as, information about your IT equipment and the browsers used by you to access this Site. You cannot be identified from this information and it is only used to assist in providing an effective service on this Site.

We may use or disclose non-personal information about those who access our Site for any purpose, but this will not include any personally identifying information.

Security

Security is fundamental to Sterling in respect of all personally identifiable information and Sterling has security measures in place that are designed to



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looking after tomorrow

protect against loss, misuse and alteration of customer data under its control. However, Sterling cannot ensure that such loss, misuse or alteration will not occur. Sterling will use all reasonable endeavours to prevent such incidents, but cannot be held responsible for them. In the event that you become aware of any actual or potential misuse of such information, you should contact us as soon as possible to enable us to take appropriate action. The contact details are shown below. In providing personal information, you authorise us to take whatever action we deem necessary to protect you from any further such incidents.

Use of Cookies

Cookies are pieces of information that a website transfers to your hard drive to sort and sometimes track information about the use of the website and the aspects that were of interest to you. Most web browsers automatically accept cookies to maximise the use of websites you access. You can change your browser to prevent this, but you may not be able to take full advantage of a website if you do so. Cookies are specific to the server that created them and cannot legally be accessed by other servers, which means they cannot legally be used to track your movements around the internet.

We use cookies to:

- Estimate our customer size and patterns; and
- Control how often visitors see similar advertisements; and
- Track preferences and to improve and update our Site.

Your acceptance of these terms

By using this Site, you consent to the collection and use of this information by Sterling under the terms of this Privacy Policy. If we change the Privacy Policy in any way, we will post these changes on this page or in some prominent place on this Site. It is your responsibility to check the Site regularly and in particular to check this Privacy Policy every time you access the Site.

Contact details

If you have any questions, concerns or comments, please contact the Data Protection Officer at Sterling Life Limited, Ambassador House, Paradise Road, Richmond upon Thames, Surrey TW9 1SQ.