

Our Privacy Policy



Dogtag Travel Insurance Privacy Policy

This Privacy Policy explains the online information practices and the various measures taken by Dogtag Travel Insurance to protect your privacy and security.

Dogtag Travel Insurance is committed towards the privacy of our website users, and this website complies with both the Data Protection Act 1998 and the Directive on Privacy and Electronic Communications 2002/58/EC and the new ICO General Data Protection Regulation (GDPR).

The Dogtag Travel Insurance Privacy Policy is published to ensure that personal data is always treated ethically and was last updated on 01 June 2015.

Information collection

What data do we collect?

When you buy a travel insurance policy from Dogtag we need to store relevant information about you and any other people insured on that policy. At the point of purchase, we will a) store personal information about you (and any others who may be insured on your policy) such as name, address and date of birth in order that we may identify you in relation to the policy, b) allocate to your policy a policy number so that we can track your cover if need be, c) allocate you (and any others insured on your policy) a unique identity number, a tag number for use in the event of a medical emergency.

Sensitive personal data which we will never collect

We do not collect sensitive data about the following:

- your racial or ethnic origin
- any alleged commission or conviction of criminal offences

Such information is considered “sensitive personal data” under the UK Data Protection Act 1998 and other data protection laws.

Sensitive personal data which we may store on your behalf

Part of Dogtag’s unique service is the delivery of a Dogtag for use to provide proof of your insurance coverage and also to provide medical or personal information to a medic in the event of a medical emergency. Accordingly, we will also store any personal data which you choose to upload to your Dogtag membership file:

- your physical or mental health which you may choose to disclose to our Medical Screening processes in order to have an existing medical condition covered
- information regarding your physical or mental health which you choose to enter in your personal Dogtag Membership pages for use in a medical emergency.
- information regarding your religious beliefs which you may choose to enter in your Dogtag Membership pages for use in a medical emergency
- information on your next of kin

Why do we need this information?

To manage your travel insurance policy and provide our membership services to you

We need to collect and store your personal data in order to manage your insurance cover, fulfil your purchase in terms of delivering documentation etc. and manage any claims which you may wish to submit. As part of your purchase benefits we provide a membership system to assist in the use of your insurance and to assist in the event of a medical emergency and communicate with you in the event that it becomes necessary to do so.

To communicate with you and manage our relationship with you

Occasionally we may need to contact you by email and/or SMS. This may be for a variety of reasons such as alerting you to the expiry of your policy or managing a claim. We may also use your data to inform you of changes to our services and to inform you of Dogtag insurance products and services which may be of assistance to you or enhance your overall experience or to invite you to participate in competitions or contribute to our blog. If you are using our mobile app, we may also send you app notifications for these purposes.

To personalise and improve your customer experience

Dogtag Travel Insurance also uses information acquired via the website the better to understand how it is being used and how our services can be improved. It is important to be aware that this type of information is aggregate data (such as the total number of website visitors) and does not identify individuals.

Who is in control of this data?

Who is responsible for your data?

Dogtag subscribes to the General Data Protection Regulation (GDPR) as governed by the Information Commissioner’s Office (ICO). Under the GDPR Dogtag has elected a Data Protection Officer whose task it is to ensure a) the security of your data, b) the correct use of your data, c) your access to your data.

You control your own data

As long as you retain insurance cover with us then it is necessary for us to retain your data. However, you have a right to request access to the personal data that we hold about you. If you detect that the information that we hold about you is wrong or misleading then we will facilitate the correction of that data immediate upon your request to do so. Furthermore, using your membership login, you will have access to a considerable amount of the data which we hold on you and you yourself can correct any mistakes.

If you would like to request a copy of your personal data then please write to us with your name, your policy number or membership (tag) number and we will facilitate this for you.

Erasing your data

Furthermore, if on the expiry or cancellation of your insurance cover you wish to close your Dogtag membership and erase all of the data which we hold on you then that facility is available to you by logging in to your membership account. Once erased we will hold zero data on you and you will receive no further communication from us.

Do we disclose your data to any 3rd parties?

In the normal course of arranging and administering any insurance contract(s) and to ensure delivery of a satisfactory customer service it may be necessary to share data with a select number of business partners. Your information will only be shared with business partners for the following purposes:

1. Our fulfilment partners Open Contact who look after the printing and mailing of your Dogtag pack
2. Our underwriters Travel Insurance Facilities, who must be informed of the Dogtag policy you have bought so that they may administer it.
3. Our underwriter's compliance regulating service ITC Compliance Limited (FCA Firm Reference Number 313486) for the purposes of monitoring and/or enforcing compliance with any regulatory rules or codes.

Your personal information will not be added to any database and used for further marketing purposes, unless with your express permission. Express permission would be confirmed through receipt of an e-mail message, verbal permission or through your opting in to permission-based marketing.

Dogtag Travel Insurance will never share, rent or sell your information with third parties outwith the above close circle of business partners unless ordered to do so by a court of law.

Cookies or other tracking technology

This website uses cookies and other tracking technology in order to make our website and app technology work better, to improve our website visitors' experience. We are not able to identify users from information that we collect in this way and we cannot collect any personal data by reviewing. Our cookie policy adheres to the European legal directive 'The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011'.

Cookies are small pieces of information stored on your computer's hard drive by your browser to facilitate easy navigation of the website and remembering aspects of your site use. If you no longer wish to have our cookies present on your browser you can remove them by visiting the "Manage Website Data" (for Safari) in the Preferences section or its equivalent in other browsers.

Data security

We are committed to taking every possible technical and procedural measure to protect your personal data against any accidental, unauthorised or unlawful access or loss, destruction or damage. To prevent unauthorised access, maintain data accuracy and ensure the correct use of information, Dogtag Travel Insurance has in place appropriate physical, electronic and managerial procedures designed to safeguard and secure the information that is collected through the website. These procedures are overseen by our hosting service Rackspace.

When we collect the personal data which you provide via our website or our mobile app, this information is transmitted across the internet securely using high-grade, industry standard encryption to our internet server solution provider Rackspace

For credit card transactions, we use SagePay, a third party, PCI DSS (Payment Card Industry Data Security Standard) compliant credit card payment service provider and the largest such organisation in the country. PCI DSS is a standard which ensures the highest security standards in order to protect your payment card details when you are sending us this information.

Privacy policy updates

We may make changes to this Privacy Policy from time to time, including as part of the new European General Data Protection Regulation (GDPR) legislation which comes into force on 25 May 2018. Any changes to the Dogtag Travel Insurance Privacy Policy will be published in this section of the website.

Further information and contact details

Please contact Dogtag Travel Insurance if you have any questions, concerns or suggestions about this Privacy Policy, please contact:

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