

# Information about us and the services we offer

**Motoring & Leisure Services Ltd, Britannia House, 21 Station Street, Brighton, BN1 4DE**

## 1 ABOUT US

We are Boundless by CSMA, a trading name of Motoring & Leisure Services Limited, a company registered in England (company number 02813598). Our registered office is at Britannia House, 21 Station Street, Brighton, East Sussex, BN1 4DE and our VAT registration number is 620 9666 33.

We are a subsidiary of the Civil Service Motoring Association (CSMA) and provide services to members of Boundless by CSMA. We offer Boundless buy CSMA members a range of goods and services from our approved partners that might be of interest to them.

## 2 WHO REGULATES US?

Motoring & Leisure Services Ltd is authorised and regulated by the Financial Conduct Authority (FCA), the independent watchdog that regulates financial services.

Our Financial Services Register number is 308988. Our permitted business enables us to arrange Motor Legal Expenses Insurance and to promote other investment and life assurance contracts and a range of motoring and home related general insurance contracts. You can check this on the Financial Services Register by visiting the FCA's website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

## 3 WHAT REGULATED PRODUCTS DO WE ARRANGE?

### Motor Legal Expenses Insurance:

This is the only regulated product that we provide information on and arrange. We represent you in arranging this insurance automatically with Liverpool Victoria Insurance Company Ltd as part of Boundless by CSMA membership. Cover commences from the day you become a Boundless by CSMA member and runs for a twelve month period, renewing when your membership renews.

## 4 WHAT OTHER REGULATED PRODUCTS AND SERVICES DO WE MAKE AVAILABLE THROUGH OUR APPROVED PARTNERS?

We currently have arrangements with our approved partners for Boundless by CSMA members to benefit from a wide range of investment, life assurance and general insurance products and services that they provide at preferential terms/rates.

Details of the current products and services can be found under the benefits section of our website [www.boundless.co.uk](http://www.boundless.co.uk). Where you decide to avail yourself of any of these products and/or services you will be dealing directly with the approved partner providing the product and/or service and will become their client.

## 5 WHAT WILL YOU HAVE TO PAY US FOR ARRANGING MOTOR LEGAL EXPENSES

We do not charge any fee. If there are any other fees relating to the insurance policy the provider will notify you of them at the outset.

## 6 WHAT TO DO IF YOU HAVE A COMPLAINT If it relates to Motor Legal Expenses Insurance that we have arranged for you

If you wish to register a complaint about this product that we have arranged for you, please contact us by writing to: The Customer Relations Manager, Motoring & Leisure Services Ltd, Britannia House, 21 Station Street, Brighton, BN1 4DE. Alternatively call: 0330 123 0348. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

### If it relates to any other product that you have arranged directly with one of our approved partners

If you wish to register a complaint about a product or service that you have arranged directly with one of our approved partners, please refer to the information/documentation they have provided to you regarding their complaint handling arrangements and contact them directly. If you cannot settle your complaint with them, you may be entitled to refer it to the Financial Ombudsman Service.

## 7 ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

# Privacy policy

## 1. Introduction

1.1 This privacy policy sets out Boundless by CSMA's commitment to you in respect of how we handle your personal information.

1.2 For the purposes of this policy "Boundless by CSMA" means Motoring & Leisure Services Limited, and Civil Service Motoring Association Limited.

1.3 This general privacy policy applies to all our dealings with you. This means you can be sure that when you deal with us in any capacity your personal information will be used and protected in accordance with this policy. For some of our products and services, additional specific privacy terms will apply that are relevant only to the product or service in question – for example our websites. Where additional privacy terms apply to a product or service they will be made available to you as part of the order/ application process for the product or service in question.

## YOUR INFORMATION

### 2. What information do we collect about you?

The personal information we collect about you is made up from the information you and others give us. This includes information obtained through: your expression of interest in any Boundless by CSMA or related benefit; your completion and submission of our application forms (including our Boundless membership application form) or competition entries; your use of our websites and services; the purchase of products or services through any company where you obtain a benefit by association with Boundless by CSMA; and our communications with you.

### 3. What about sensitive information?

We do not generally seek to collect sensitive personal information about our members. If we do seek to collect sensitive information we will ask you to explicitly consent to our proposed uses of that information at the time of collection. We use the term "sensitive personal information" to mean information about topics such as personality and private life, racial or ethnic origin, membership of political parties or movements, or other such sensitive topics.

### 4. Can you give us information about another person?

In certain circumstances you may give us information about another person, for example as part of our "member get member" scheme. If you give us information about another person then we accept it on the understanding from you, that you have made the other person aware of how we will use and disclose their information and the other person has given you permission to provide their details to us. You should not provide us with others' personal information if this is not the case.

## OUR USE OF YOUR INFORMATION

### 5. How do we use your information?

5.1 We will use your information for the following main purposes: (a) for administration of your membership; (b) to provide you with our websites and services as part of your membership benefits; (c) to provide you with other goods and services that you order from us (d) for membership communications, including sending you the Boundless by CSMA magazine; (e) for marketing purposes in accordance with your preferences (please see below for further details); (f) for internal analysis and research; (g) to comply with legal and regulatory requirements; and (h) to help detect and deal with crime and unsavoury behaviour.

5.2 We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

### 6. Do we use your information for marketing purposes?

6.1 We hate unsolicited marketing as much as you, which means we will not market our (or others) goods or services to you, nor give your information to third parties to allow

them to market their goods and services to you, without your express consent.

6.2 You tell us your preferences regarding marketing communications as part of the Boundless by CSMA membership application and website registration process. And you need not worry if, later, you change your mind since you can let us know of changes you wish to make to your marketing preferences at any time and we will update our records accordingly.

6.3 When making your decision about your marketing preferences, please remember that one of the main benefits of Boundless by CSMA membership is the fantastic offers we can provide to our members. We can only provide you with these offers with your permission, which is why we encourage you to take advantage of these fantastic offers by allowing us and carefully selected third parties to keep you informed of the latest deals.

## DISCLOSING YOUR INFORMATION TO THIRD PARTIES

### 7. Are we concerned about keeping your information secure?

We take security issues seriously. We have implemented appropriate steps to help maintain the security of our information systems and processes and prevent the accidental destruction, loss or unauthorised disclosure of the information we collect.

### 8. To whom may we disclose your information?

8.1 We use agents and service providers (some of which may be located outside Europe) to collect, hold and process on our behalf your personal information for the purposes set out in this policy. These agents and service providers act on our instructions and will only use your information as we tell them to.

8.2 We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and unsavoury behaviour.

8.3 We may give your information to third parties to allow them to market their goods and services to you, but only with your express consent (please see section 6).

8.4 We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may sell your information as part of the sale to allow the purchaser to carry on providing some or all of our services to you.

## OTHER TERMS

### 9. Can you see and update the information we hold about you?

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee). If you find at any time that any of the information we hold about you is incorrect then you should promptly notify us and we will correct the inaccuracy.

### 10. Do our privacy practices apply to disclosures you make to third parties?

Please note that this policy addresses only the use and disclosure of information we collect from you. If you give your information to others, whether they are third parties that we introduce you to or third party sites that you visit by clicking on a link on one of our websites, different rules may apply to their use or disclosure of the information you give to them. We do not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We encourage you to ask questions before you disclose your personal information to others.

### 11. How can you contact us about privacy issues?

You can contact us about privacy issues or comment and complain about our privacy practices by contacting us at [membership@boundless.co.uk](mailto:membership@boundless.co.uk) or 03301 230 278.