## Privacy / Cookies Policy

## 1. Introduction

- 1.1 We are committed to safeguarding the privacy of our website visitors and service users.
- 1.2 We may collect and process personal data about you in the following circumstances.
  - 1.2.1 When you complete forms on our website ("Site"). This includes your name, telephone number, email address and details of your enquiry which is provided when you ask us to contact you about our services;
  - 1.2.2 Whenever you provide information to us when reporting a problem with our Site, making a complaint, making an enquiry or contacting us for any other reason. If you contact us, we may keep a record of that correspondence;
- 1.3 We do not use cookies on our website.
- 1.4 This website is operated by First Stop Claims.
- 1.5 First Stop Claims is a claims management company and authorised and regulated by the Claims Management Regulation Authority under CRM No: 3081. Our registered office is First Stop Claims, Unit 3, ACRE House, 49 Sticker Lane, Bradford BD4 8AN.