

Beko PLC has appointed Domestic & General Insurance PLC to provide product registration services and protection policies to accompany Beko products.

### What we do with your information

At Domestic & General we want to reassure you that we use your information both responsibly and securely to provide you with the best possible service. Below we explain what we do with your information and your rights to your information. If you would like any further details you can get in touch with us using the contact details below or visit our website ([www.domesticandgeneral.com](http://www.domesticandgeneral.com)).

### Using your information

Domestic & General Insurance PLC ("we") is the "data controller" of your information. We process two sets of information about you, "Personal Information" (your name, address, contact and payment details) and the "Goods Information" you provide to register your appliance or device (your name, address, contact and goods details). We'll use your information: (i) as necessary to fulfil our contract with you (including to recover any amounts owing); (ii) for our legitimate interests in: undertaking marketing (about our products and services and those of Beko PLC) by post, telephone, email and/or other electronic messaging services; market research; customer surveys; printing services; checking and verifying your identity and contact details; recording your conversations for training, quality and compliance purposes; and for analytics and profiling for marketing purposes; and (iii) where required to do so by law. We may also ask for your consent to some uses of your information.

### Sharing your information

From time to time your Personal Information and Goods Information may also be shared with other members of the Domestic & General Group of Companies (Domestic & General Insurance or Services and other future members of the Group whose details we will notify to you ("Group")), where applicable with Beko PLC which is the subject of your protection policy and with companies acting on our behalf or providing services to us (e.g. the companies we use to carry out repairs, IT & mailing services, storage of paper records and telecommunications). Beko PLC will process your Personal Information for their legitimate business interests (including marketing and analytics) in accordance with their privacy policy.

### Transferring your information

In exceptional cases, we may transfer your information to countries outside the European Economic Area (including the US) which may not have data protection laws which provide the same level of protection as provided in the UK or ROI as appropriate. We have put in place Model Clauses as an appropriate safeguard to ensure that such information is adequately secured and protected and that such transfers meet the requirements of applicable data protection law.

### Keeping your information

We keep your Personal Information for six years after you terminate your policy so that we can deal with any claims. Your goods information we keep for a bit longer.

Domestic & General Insurance PLC pay their sales agents periodic incentives (such as bonus payments) if they meet certain quality and sales targets.

normally 10 years (the average life of an appliance) for health and safety. We also keep your information to send you marketing that you might be interested in, unless we receive a request from you to opt-out of marketing.

### Rights to your information

By writing to the Data Protection Officer using the contact details provided below, you have the right to ask us:

- for a copy of the Personal Information we hold about you
- for a copy of the Personal Information you provided to us to be sent to you or a third party in a commonly used, machine readable format
- to update or correct your Personal Information to keep it accurate
- to delete your Personal Information from our records if it is no longer needed for the original purpose; and
- to restrict the processing of your Personal Information in certain circumstances

And you may also:

- object to us processing your Personal Information – in which case we will either agree to stop processing or explain why we're unable to; and
- where we rely on your consent, withdraw that consent at any time.

Please note that the above rights are not absolute and certain exemptions apply to them.

You can also make a complaint to the Information Commissioner ([www.ico.org.uk](http://www.ico.org.uk)) or the Data Protection Commissioner ([www.dataprotection.ie](http://www.dataprotection.ie)) as appropriate if you feel your Personal Information has been mishandled.

### Marketing

We, along with other members of our Group and Beko PLC may use your information to tell you about any offers, products or services which may be of interest to you. We may contact you by post, telephone, email and/or other electronic messaging services. To change your marketing preference, let us know by emailing [marketingpreferences@domesticandgeneral.com](mailto:marketingpreferences@domesticandgeneral.com) or by writing to us using the contact details provided below. For Beko PLC marketing you'll need to contact them directly by writing to The Company Secretary, Beko PLC, Data Protection, Beko House, 1 Greenhill Crescent, Watford WD18 8QU or by email to [data.protection@beko.co.uk](mailto:data.protection@beko.co.uk)

### Contact Details

If you need to contact us about your information or your information rights, or to see a copy of our Model Clauses, please write to: Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP United Kingdom or [dataprotection@domesticandgeneral.com](mailto:dataprotection@domesticandgeneral.com) and we'll be happy to help you.



Peace of mind with  
the Beko Protection Policy



Important  
information  
inside

# Longer-lasting cover for your appliance

Congratulations on your new purchase. We're pleased to offer you the Beko Protection Policy provided by Domestic & General. They're the UK's leading specialist warranty provider that 8.9 million people trust to protect, fix and replace the things that keep their homes running. It not only enhances your two year manufacturer's guarantee to include accidental damage, but when the guarantee expires it'll continue to protect you against breakdowns for as long as you like.

## Benefits of the Beko Protection Policy

- ✓ Immediate accidental damage cover (not included in your manufacturer's guarantee)
- ✓ Unlimited call-outs with no surprise repair costs
- ✓ A brand new replacement if your appliance can't be fixed (just pay the cost of installation)
- ✓ Repairs by a nationwide network of approved engineers
- ✓ Cover against call out and labour charges

Take a look opposite to see how little peace of mind can cost.

**Simply call our UK contact centre today to benefit from worry-free protection against life's little mishaps.**

## The Beko Protection Policy

With monthly Direct Debit payments you can protect your appliance for as long as you like, saving you the cost and hassle should your appliance stop working.

| Appliance type  | Monthly Direct Debit starting from |
|-----------------|------------------------------------|
| Washing Machine | £3.27                              |
| Fridge Freezer  | £2.50                              |
| Cooker          | £1.99                              |
| Freezer         | £2.24                              |
| Tumble Dryer    | £2.61                              |

### Want to cover a different appliance? Simply call us on the number below.

Prices shown based on appliances under £250. Prices correct at May 2018 and are inclusive of all applicable taxes. We reserve the right to alter the premium at our discretion without prior notice. These prices are only available for 90 days from purchase of the appliance; after this prices may change. Different offers for ROI available.



Beko is a brand name of Beko PLC. Registered office: Beko House, 1 Greenhill Crescent, Watford, Herts WD18 8QU. Registered in England. Company No. 02415578.

The Beko Protection Policy is provided by Domestic & General Insurance PLC. Registered Office: Swan Court, 11 Worpole Road, Wimbeldon, London SW19 4J5. Registered in England and Wales. Company No. 485850. Domestic & General Insurance PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.



Call now - Lines open 365 days a year

**0800 597 8644**

ROI 01 514 3554\*

\* For details of Irish products. Calls cost up to 9 cents a minute (plus call set up fee of 9.66 cents).

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