



MIDportal Website Terms of Use, Privacy, Cookies & Accessibility Policies

These policies set out the terms of use of the MIDportal website for users who are registered and authorised to use the service, and give information on how the MIB treats the personal data you provide.

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Document change log

Version	Date	Comment	Update	Approval
0.1	28/3/18	Review of policies with GDPR requirements and update into a combined policy	Abi Abolade, Risk & Compliance Support Officer	
1.0	4/5/18	Final review and amendments for GDPR	Nick Bradley R&C Officer	



1 Terms of Use

Please read these Terms of Use carefully before using this website as they (together with the documents referred to in them) apply directly to your use of this website <https://www.MIDportal.org.uk> (this “Website”) and tell you the terms of use on which you may make use of this Website. Use of this Website includes accessing and browsing this Website. By accessing this Website, you agree to be bound by all of the following Terms of Use.

MIB recommends that you print a copy of these Terms of Use or save them to your computer for future reference.

If you do not accept these Terms of Use and do not intend to be bound by them, you may not use the Website and should exit immediately.

These Term of Use are only in the English language.

This Website is operated by the Motor Insurers' Bureau (“MIB”) (registered in England and Wales under company number 00412787 the registered office being Linford Wood House, 6-12 Capital Drive, Linford Wood, Milton Keynes, MK14 6XT. MIB’s VAT number is GB 991 2548 92.

The Motor Insurers’ Bureau ("MIB") reserves the right in its absolute discretion, without reason and without liability to suspend or block you from this Website with immediate effect and without notice.

2 Other Applicable Terms

Without prejudice to any terms and conditions agreed between MIB and you in relation to the provision of specific services provided via this Website, these Terms of Use refer to the following additional terms, which also apply to your use of this Website:

- MIB’s [Privacy Policy](#) which sets out the terms on which MIB processes any personal data MIB collects from you, or that you provide to MIB. By using this Website, you consent to such processing and you warrant that all data provided by you is accurate;
- MIB’s [Cookie Policy](#) which sets out information about the cookies on this Website.

3 UK Use

Use of this Website is intended for residents of the United Kingdom only and complies with appropriate UK legislation and regulation. MIB makes no representation that any of the information contained within this Website is available or appropriate for use in any other country or jurisdictions. Furthermore, this Website is intended for use only by an insurer authorised in the UK to insure motor vehicles registered in the UK that has entered into the Participating Insurers Agreement with MIB and Experian Limited (an „Insurer“) and for use by an insurance policyholder



(or its agent) of a relevant motor insurance policy (subject to the prior approval of the relevant Insurer) to provide certain data via this Website in accordance with MIB's consent from time to time.

4 Availability of this Website

This Website is made available free of charge. Please note that certain services provided on this Website may entail charges, subject to the terms and conditions of the provision of the relevant services.

MIB does not guarantee that this Website, or any content on it, will always be available or be uninterrupted. Access to this Website is permitted on a temporary basis. MIB may suspend, withdraw, discontinue or change all or any part of MIB's site without notice. MIB will not be liable to you if for any reason this Website is unavailable at any time or for any period.

You are responsible for making all arrangements necessary for you to have access to this Website. MIB is not an internet service provider. You are responsible for the payment of the fees charged by your internet service provider.

You are also responsible for ensuring that all persons who access this Website through your internet connection are aware of these Terms of Use and other applicable terms and conditions, and that they comply with them.

5 Changes to this Website

MIB may update this Website from time to time, and may change the content at any time, without liability. However, please note that any of the content on this Website may be out of date at any given time, and MIB is under no obligation to update it.

MIB does not guarantee that this Website, or any content on it, will be free from errors or omissions.

6 Indemnity from you in Favour of MIB

To the fullest extent permitted by law and without prejudice to any other rights available to MIB, you hereby agree to indemnify MIB fully and without limit for any losses, costs, expenses or damages (including amounts paid in settlement, out of pocket expenses, interest, penalties, sanctions and all legal and other professional costs and expenses) incurred by or suffered by MIB in relation to or as a result of any breach by you of any of these Terms of Use.

7 MIB's limitation of liability

Nothing in these Terms of Use excludes or limits MIB's liability for death or personal injury arising from its negligence, or MIB's fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.



To the extent permitted by law, MIB excludes all conditions, warranties, representations or other terms which may apply to this Website or any content on it, whether express or implied.

Whilst MIB takes reasonable care in the preparation of this Website it is not liable for any errors, omissions or misleading statements. You acknowledge that you are solely responsible for the use to which you put this Website and all results and information you obtain from it. MIB will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

- use of or inability to use, this Website; or
- use of or reliance on any content displayed on this Website.

If you are a business user, please note that in particular, MIB will not be liable for:

- loss of profits, sales, business, or revenue;
- business interruption;
- loss of anticipated savings;
- loss of business opportunity, goodwill or reputation; or
- any indirect or consequential loss or damage.

This site is not intended for use by consumers. However, if you are a consumer, you agree not to use this Website for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

MIB will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of this Website or to your downloading of any content on it, or on any website linked to it.

8 No Reliance on Information

Unless otherwise agreed in writing between you and MIB, The content on this Website is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on this Website.

Although MIB makes reasonable efforts to update the information on this Website, MIB make no representations, warranties or guarantees, whether express or implied, that the content on this Website is accurate, complete or up-to-date.

9 Events Outside MIB's Control

MIB will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations under these Terms of Use that is caused by an Event Outside MIB's Control (as defined below).

An "Event Outside MIB's Control" means any act or event beyond MIB's reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

If an Event Outside MIB's Control takes place that affects the performance of MIB's obligations under these Terms of Use MIB's obligations under these Terms of Use will be suspended and the time for performance of MIB's obligations will be extended for the duration of the Event Outside MIB's Control.

10 Changes to Terms of Use

MIB reserves the right to update these Terms of Use from time to time without notice to you. All such updates are effective as soon as they appear on this Website and your continuing use after such an update will signify your agreement to be bound. Please check this page from time to time to take notice of any changes MIB has made, as they are binding on you. These Terms of Use were updated on 25 May 2018.

11 General

These Terms of Use and all other agreements and documents referred to in and incorporated into them represent the entire agreement between MIB and you for use of this Website and supersede all prior agreements in relation to this Website.

If you are a consumer, please note that these Terms of Use, its subject matter and its formation, are governed by English law. You and MIB both agree to that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business, these Terms of Use, their subject matter and formation (and any non-contractual disputes or claims) shall be governed and construed according to the laws of England and you submit to the exclusive jurisdiction of the English Courts in the event of dispute (including any non-contractual disputes or claims).

The failure to exercise or delay in exercising a right or remedy provided by these Terms of Use or by law does not:

- constitute a waiver of the right or remedy, or

- a waiver of other rights or remedies.

You shall use all reasonable endeavours to do or procure to be done all such further acts and things and execute or procure the execution of all such other documents as may be from time to time required for the purpose of giving full effect to the provisions of these Terms of Use.

If any provision of these Terms of Use shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of these Terms of Use that shall remain in full force and effect.

You shall not transfer, charge, sub-contract or deal in any other manner with all or any of your rights or obligations under these Terms of Use.

MIB may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under these Terms of Use.

Nothing in these Terms of Use is intended to, or shall operate to:

- create a partnership between you and MIB, or
- authorise either you or MIB to act as agent for the other, and
- neither you nor MIB shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

12 Third Party Rights

These Terms of Use are between you and MIB. No other person shall have any rights to enforce any of its terms.

13 Trademarks

For the purpose of these Terms of Use MIB may claim rights in trademarks, logos and icons contained on this Website.

14 Intellectual Property

For the purposes of these Terms of Use, all intellectual property rights (including copyright) in the whole of this Website and the material published on this Website belong, or is licensed to MIB or its licensors, as the case may be, unless otherwise indicated, and may not be used, sold, licensed, copied or reproduced in whole or in part in any manner or form by any person without the prior written consent of MIB.

The works included in and on this Website are protected by copyright laws and treaties around the world. All such rights are reserved.



You may print off one copy, and may download extracts, of any page(s) from this Website for your personal use and you may draw the attention of others within your organisation to content posted on this Website.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

MIB's status (and that of any identified contributors) as the authors of content on this Website must always be acknowledged.

You must not use any part of the content on this Website for commercial purposes without obtaining a licence to do so from MIB or its licensors.

If you print off, copy or download any part of this Website in breach of these Terms of Use, your right to use this Website will cease immediately and you must, at MIB's option, return or destroy any copies of the materials you have made.

15 Uploading Content to this Website

Whenever you make use of a feature that allows you to upload content to this Website, or to make contact with other users of this Website, you must comply with the content standards set out in our Acceptable Use Policy set out in paragraphs 20.1 and 20.2 of these Terms of Use subject to paragraph 20.4 ("Acceptable Use Policy").

You warrant that any such contribution does comply with the Acceptable Use Policy, and you will be liable to MIB and indemnify it for any breach of that warranty. If you are a consumer user, this means you will be responsible for any loss or damage MIB suffers as a result of your breach of warranty.

Any content you upload to this Website will be considered non-confidential and non-proprietary, and MIB and other users of this Website have the right to use, store, copy, distribute and disclose to third parties any such content for any purpose.

MIB also has the right to disclose your identity to any third party who is claiming that any content posted or uploaded by you to this Website constitutes a violation of their intellectual property rights, or of their right to privacy.

MIB will not be responsible, or liable to any third party, for the content or accuracy of any content posted by you or any other user of this Website.

Without prejudice to any other right or remedy it may have, MIB has the right to remove (at any time) any posting you make (or is made on your behalf) on this Website if, in MIB's opinion, the relevant post does not fully comply with the provisions set out in the Acceptable Use Policy.

The views expressed by other users on this Website do not necessarily represent MIB's views.

16 Viruses

MIB does not guarantee that this Website will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform in order to access this Website. You should use your own virus protection software.

You must not misuse this Website by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to this Website, the server on which this Website is stored or any server, computer or database connected to this Website. You must not attack this Website via a denial-of-service attack or a distributed denial-of-service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. MIB will report any such breach to the relevant law enforcement authorities and it will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use this Website will cease immediately.

17 Linking to this Website

You may not establish, create and/or provide a link to this Website from any other website, nor may you reproduce or store any part of this Website on any other website without first obtaining MIB's prior written consent.

18 Links to Third Party Websites

This Website may also contain hypertext links to websites operated by third parties. The responsibility for the operation and content of those websites shall rest solely with the organisation identified as controlling the relevant third party website and will be governed by separate terms and conditions. MIB assumes no responsibility for the content of websites linked to this Website. Links are provided for convenience only and inclusion of any link does not imply endorsement by MIB in any way of the third party website to which it links.

MIB accepts no responsibility whatsoever for the contents of any website accessed by a link that MIB supplies and MIB will not be liable for any loss or damage that may arise from your use of them.

19 How to contact MIB

Should you have any comments or questions in relation to this Website or should you wish to contact MIB for any other reason please forward these to enquiries@mib.org.uk.



In the event that any difficulties are experienced in gaining access to any part of the Website please contact MIB either by telephone at 0845 165 2800 or e-mail to enquiries@mib.org.uk.

20 Acceptable Use Policy

This Acceptable Use Policy sets out the terms between you and MIB under which you may access this Website. This Acceptable Use Policy applies to all users of, and visitors to, this Website.

Your use of this Website means that you accept, and agree to abide by, all the policies in this Acceptable Use Policy.

20.1 Prohibited Use

You may use this Website only for lawful purposes. You may not use this Website:

- In any way that breaches any applicable local, national or international law or regulation (including but not limited to the General Data Protection Regulations (GDPR) and the Data Protection Act 2018).
- If you do not have the capacity to enter into binding contracts.
- If, being an individual, you are not at least 18 years old and have not obtained the age of majority in the state or country in which you live.
- In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with MIB's content standards set out in paragraph 20.2 of these Terms of Use ("Content Standards").
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate copy or re-sell any part of this Website in contravention of the provisions of these Terms of Use.
- Not to allow anyone else use of any username and passwords provided to you to access this Website.
- Not disclose your username and password and ensure it is kept confidential at all times.
- Not to access without authority, interfere with, damage or disrupt:
 - any part of this Website;
 - any equipment or network on which this Website is stored;
 - any software used in the provision of this Website; or

- any equipment or network or software owned or used by any third party.

20.2 Content standards

These content standards (“Content Standards”) apply to any and all material which you contribute to this Website (“Contributions”), and to any interactive services associated with it.

You must fully comply with the Content Standards. The Content Standards apply to any and all of any Contribution.

Contributions must:

- Be accurate (where they state facts).
- Be genuinely held (where they state opinions).
- Comply with applicable law in the UK and in any country from which they are posted.

Contributions must not:

- Contain any material which is defamatory of any person.
- Contain any material which is obscene, offensive, hateful or inflammatory.
- Promote sexually explicit material.
- Promote violence.
- Promote discrimination of any nature (including discrimination based on race, sex, religion, nationality, disability, sexual orientation or age).
- Infringe any copyright, database right or trade mark of any other person.
- Be likely to deceive any person.
- Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence.
- Promote any illegal activity.
- Be threatening, abuse or invade another’s privacy, or cause annoyance, inconvenience or needless anxiety.
- Be likely to harass, upset, embarrass alarm or annoy any other person.
- Be used to impersonate any person, or to misrepresent your identity or affiliation with any person.
- Give the impression that they emanate from MIB, if this is not the case.
- Advocate, promote or assist any unlawful act such as (by way of example only) copyright or other intellectual property rights infringement or computer misuse.

MIB may from time to time provide interactive services on this Website, including, without limitation:

- Chat rooms; and or

- Bulletin boards

("Interactive Services").

Where MIB does provide Interactive Services, it will provide clear information to you about the kind of service offered, if it is moderated and what form of moderation is used (including whether it is human or technical).

MIB will assess any possible risks for users from third parties when they use any Interactive Service provided on this Website, and it will decide in each case whether it is appropriate to use moderation of the relevant service (including what kind of moderation to use) in the light of those risks. However, MIB is under no obligation to oversee, monitor or moderate any Interactive Service it provides on this Website, and it expressly excludes liability for any loss or damage arising from the use of any Interactive Service by a user in contravention of the Content Standards, whether the Interactive Service is moderated or not.

The use of any Interactive Services on this Website by a minor is subject to the consent of his or her parent or guardian. MIB advises parents who permit their children to use an Interactive Service that it is important that they communicate with their children about their safety online, as moderation is not foolproof. Minors who are using any Interactive Service should be made aware of the potential risks to them.

Where MIB does moderate an Interactive Service, it will normally provide you with a means of contacting the moderator, should a concern or difficulty arise.

20.3 Suspension and Termination

Without prejudice to the foregoing, MIB will determine, in its discretion, whether there has been a breach of these Terms of Use through your use of this Website. When a breach of these Terms of Use has occurred, MIB may take such action as it deems appropriate.

For the avoidance of doubt, failure to comply with the Acceptable Use Policy constitutes a material breach of these Terms of Use upon which you are permitted to use this Website, and may result in MIB's taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use this Website.
- Immediate, temporary or permanent removal of any posting or material uploaded by you to this Website.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.

- Disclosure of such information to law enforcement authorities as MIB reasonably feels is necessary.

MIB excludes all liability for actions taken in response to breaches of the Acceptable Use Policy. The responses described in the Acceptable Use Policy are not limited, and MIB may take any other action it reasonably deems appropriate.

20.4 Changes to the Acceptable Use Policy

MIB may amend the Acceptable Use Policy at any time without any liability and without notice to you. All such amendments are effective as soon as they appear on this Website and your continuing use after such an amendment will signify your agreement to be bound by such terms and conditions. You should check this page from time to time to take notice of any changes made, as they are legally binding on you. Some of the provisions contained in this Acceptable Use Policy may also be superseded by provisions or notices published elsewhere on this Website.

21 Privacy Policy

By submitting any information about you and/or others within this website, you and they consent to its use as set out in this Privacy Policy.

This Policy (together with our Terms of Use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.MIDportal.org.uk you are accepting and consenting to the practices described in this policy.

For the purposes of the General Data Protection Regulations and the Data Protection Act, the data controller is Motor Insurers' Bureau of Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT ("us", "our").

21.1 Information we may collect from you

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on this Website, uploading content to this Website and or by corresponding with us by phone, e-mail or otherwise. This includes, but is not limited to, information you provide when you register to use this Website, participate in discussion boards or other social media functions on this Website (if any), complete a survey, and when you report a problem with this Website. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph (if appropriate).

- **Information we collect about you.** With regard to each of your visits to this Website we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from this Website (including date and time); page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- **Information we receive from other sources.** We may receive information about you if you use any of the other websites we operate or the other services we provide. We also work closely with certain third parties (including, for example, the DVLA, DVLNI, insurers, law enforcement bodies, government departments, local authorities and other public or private bodies) and may receive information about you from them.

22 Purpose and legal basis for processing

Your personal data is processed for the purpose of providing you with access to the MID Portal under these Terms of Use. It is a contractual requirement that you provide your name, email address and telephone contact number, as failure to do so will result in you not being set up with access as an Approved User. Processing of this limited amount of personal data by the MIB is necessary for the performance of this contract with you.

The information you submit to the MID Portal is used to update policy information and vehicle details. The processing of information provided by you to the MID Portal is necessary for compliance with a legal obligation to which MIB is subject.

23 How will we use your personal data?

The information you supply or we collect about you may also be used by us and our agents for the purposes of claims administration, crime prevention and prosecution of offenders, research, management information, staff training, providing financial services / guidance, public relations and or debt administration and recovery.

We will also use information held about you in the following ways:

- **Information you give to us.** We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
 - to provide you with information about other goods and services we offer that are similar to those that you have already enquired about;
 - to notify you about changes to our service;
 - to ensure that content from this Website is presented in the most effective manner for you and for your computer.

- **Information we collect about you.** We will use this information:
 - to administer this Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve this Website to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep this Website safe and secure;
 - to make suggestions and recommendations to you and other users of this Website about goods or services that may interest you or them.

- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

24 Data Retention Period

The MIB retains personal data of Users (name, email address and contact telephone number), and an audit log of all uploads made by each User. These data are: User name, date search made, time, VRM, date uploaded.

The data relating to each activity is kept for a period of 3 years, and is then deleted.

25 Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise



your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at 0845 165 2800 or e-mailing enquiries@mib.org.uk.

This website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You have certain rights with regard to your personal data processed by MIB, and these are described in this paragraph.

Our contact details for exercising any rights are UK Information Centre, MIB, Linford Wood House, 6-12 Capital Drive, Milton Keynes, MK14 6XT, or enquiries@mib.org.uk. We will usually ask you to provide evidence of your identity.

25.1 Rights of access

You have a right to access your personal data that we hold on our database about you, and this can be done by making a Data Subject Access Request (DSAR).

To exercise this right please contact us with details of the information required.

25.2 Right of rectification

If you believe the data we hold about you is incorrect, you have a right to have this corrected.

25.3 Right to erasure

With limited exceptions you have the right to request the deletion of personal data we hold about you. We will consider every request for erasure on its merits.

25.4 Right to restrict processing

You have a right to request us to restrict the processing of your personal data held on our database for the period it takes us to rectify any inaccurate data about you. This right can also be used to prevent the MIB from deleting your data at the end of the retention period in the unlikely event that you need it to establish, exercise or defend a legal claim.

26 Changes to Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our Privacy Policy.

27 Data Protection Officer

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to the Data Protection Officer (Chief Risk Officer), at Linford Wood House, 6-12 Capital Drive, Milton Keynes MK14 6XT or email at GDPREnquiries@mib.org.uk.

28 Complaints Process

If you have any complaints about how the MIB handles your personal data, please contact us by telephone on 01908 830001, or by email at enquiries@mib.org.uk and we will do our best to assist.

If, after we have given you our final response, you are still dissatisfied you have a right to lodge a complaint with:

Information Commissioner's Office:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 or 01625 545 745

<https://ico.org.uk/concerns/>

The ICO currently recommends that you contact them within 3 months of your last contact with us.

29 Cookies Policy

The following explains how **Motor Insurers' Bureau** ("MIB") (its suppliers and or sub-contractors) uses non-intrusive cookies on this website. Continued use of this website implies your (or a user of your computer's) ("you") acceptance of this Cookie Policy.

A 'cookie' is information that a website transfers to and stores on the hard drive of your device so that it can remember something about you at a later time. A 'cookie' recognises you when you return to this Website. MIB may collect information by 'cookies' about your device including the IP address, operating system and browser type. This information is used to improve the use of this Website, to track visitor use of this Website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org

This website uses the following cookies:

- **Authentication cookies.** These cookies are used to identify unique visitors to the website. If you log in to the website, these are the cookies that allow us to remember who you are so that

we can provide you with access to pages personal to you, for example your account pages. These cookies help keep your visit to the site secure.

- **Analytical/performance cookies.** Behind the scenes we use Google Analytics to give us an insight into how our users interact with the website. These cookies also allow us to recognise and count the number of visitors. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. The information collected is anonymous and statistical and will be used by MIB to compile reports and to help us improve this website.
- **Session Cookies.** These are cookies that are designed to ensure that your visit to the website is as smooth as possible. Their main uses are:
 - Allowing us to identify your device as you use the website, so that you are not treated as a new visitor each time you go to another part of the website;
 - Ensure that the servers that we use to power the website each serve an equal number of users, to help make everyone's browsing as swift and responsible as possible;
 - Noting your browser's capabilities.

If cookies are completely disabled on the user's browser, then you may not be able to log into the site.

29.1 Third party cookies

Please note that third parties may also use cookies, over which we have no control. For example, Experian Limited set cookies using this website in order to deliver services including the 'SSO functionality'. (If you would like more information about the cookies used by Experian Limited, together with information on how to opt-out, please see Experian Limited's individual privacy policies located at <http://www.experian.com/privacy/index.html>)

29.2 How to refuse to accept cookies

At any time, you may refuse to accept cookies on this Website by activating the setting on your browser which allows you to refuse the setting of cookies. Information on deleting or controlling cookies is available at www.AboutCookies.org. By deleting cookies in this manner, you will also disable MIB's cookies that control the High Visibility settings of your browser. If you refuse to accept 'cookies', you may be unable to access all or certain parts of this Website.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

30 Accessibility Policy

Motor Insurers' Bureau is committed to providing a MIDportal application that is widely accessible to the target users, regardless of technology or ability.

We are committed to making the MIDportal accessible to visitors and we are always striving to adhere to accessibility guidelines.

Our efforts include:

- Maintaining a standard layout and navigation structure throughout
- Using headings, paragraphs, lists and other HTML (HyperText Markup Language) to create a logical structure
- Allowing visitors to resize all text using their browser settings
- Using plain backgrounds to improve the readability of all text
- Using alt attributes and/or titles on all images where appropriate, and ensuring that all alt and title attributes are meaningful
- Designing layouts to work satisfactorily over a range of screen resolutions
- Ensuring all hyperlinks use descriptive and meaningful text
- Avoiding short-hand language such as "Click here"
- Using plain English
- Using a written style that is straightforward and understandable

This web application endeavours to comply with the accessibility requirements of the Disability Discrimination Act 1995, World Wide Web Consortium and the Equality Act 2010. In addition, the website is W3C "A" compliant and compliant with EU legislation on the use of Cookies, Data Protection legislation and ISO 27001 standards.

30.1 Browser and Operating System compatibility

This website has been designed to be compatible with the below listed browsers. However, users whose browsers cannot operate current versions of JavaScript will not be able to use this website, since it requires JavaScript to run certain functionality.

The only fully supported and tested browsers are:

- Internet Explorer
- Firefox
- Safari
- Google Chrome

If you are not using one of these browsers, you may experience problems. MIDportal requires a high level of security and the ability to perform complex functions. Lower specification browsers would not be able to support these functions.

The only fully supported and tested operating systems are:

- Microsoft - Windows
- Apple Mac – OS X

Browser updates are available free of charge from browser providers. Operating systems can be purchased from software vendors. We endeavour to support the most popular combinations of these browsers and operating systems. If you are not using one of these browsers or operating systems, you may experience problems.

30.1.1 Reasons to upgrade your browser

- New versions are more secure
- New versions are faster
- Improved browsing experience.

30.2 Resizing the text

To increase the text size:

Internet Explorer: View > Zoom

Firefox: View > Zoom

You can also magnify the page by scrolling with the wheel of your mouse whilst holding down the control key or pressing "Ctrl" and "+" or "-"

30.3 Exceptions

Whilst the MIDportal strives to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the website.

30.4 Contact information

We are continually seeking solutions that will bring all areas of the website up to the same level of overall web accessibility. In the meantime, should you experience any difficulty in accessing these or have any concern about material which appears on our website, please do not hesitate to contact us at feedback@mib.org.uk; or:

Telephone: 01908 830001

Post: FAO Customer Services Manager
Motor Insurers' Bureau



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