

Windscreen Report Form

A Customer Details

Policy Number	<input type="text"/>		
Name	<input type="text"/>	Date of Birth	<input type="text"/>
Address	<input type="text"/>	Phone	<input type="text"/>
		Mobile	<input type="text"/>
		Are you registered for VAT?	<input type="text"/>

B Your Vehicle

Make and Model	<input type="text"/>	Year	<input type="text"/>
Registration	<input type="text"/>	Cubic Capacity	<input type="text"/>

C The Event

Date of Breakage	<input type="text"/>	
Which window was broken?	<input type="text"/>	
Type of Glass	<input type="text"/>	e.g. laminated, tinted, toughened, heated
Repaired or Replaced?	<input type="text"/>	
Give brief details of the cause	<input type="text"/>	

D Declaration

I confirm,

I have read all the answers to the questions on this form and declare them to be true and accurate in every respect. I hereby leave in the hands of Aviva, in accordance with the conditions of the policy, the conduct and settlement of all claims and litigation arising out of this incident and to which this policy applies as they think fit and without reference to me. I also undertake to render all assistance in my power to Aviva in the handling of this claim.

Signature of Policyholder: Date:

Please sign the form and return completed form to:
**Aviva Claims, Aviva Insurance Ireland DAC, Western Distributor Road, Knocknacarra,
Galway, H91 WP22.**

Aviva Claims Process – Please Read carefully

We want to provide the best possible service to you in respect of all claims.

Whether our claimants are Aviva customers, or Third Parties availing of our services, we understand that it is important that claims are finalised at the earliest opportunity. Our job is to facilitate this. We would ask claimants to please assist us by forwarding any information or documentation we may require to bring the matter to the earliest possible conclusion. Where further documentation or clarification is required by us to process a claim, we will advise in writing, at an early stage.

Where we need to engage the services of a loss adjuster or expert appraiser to assist in the statement of the claim, contact information will be given as appropriate.

We value and rely on the advice and professionalism of all advisers appointed on our behalf. We believe they provide an efficient, fair and impartial service in the resolution of claims. If claimants wish at their own expense, they may engage the services of a Loss Assessor to act on their behalf.

In relation to settlement of property damage claims, we may pay a portion of the agreed settlement amount upfront and release the remainder on receipt of appropriate confirmation that the agreed sums have been incurred, the work has been completed and property has been reinstated.

If a claim involves Third Party damage or injury, we welcome the opportunity to discuss the matter directly with claimants, as it may be possible to resolve quickly and without lengthy procedures. Where there is no issue in relation to liability, it is in everybody's interests to settle the claim at the earliest opportunity.

If a claimant has been injured and the claim qualifies for consideration by the Personal Injuries Assessment Board, the claimant has the choice to continue to deal with us directly or to engage with the Board. Details of their process and procedures can be found at www.piab.ie.

If a claimant has been involved in a motor accident with an uninsured or unidentified vehicle or with a foreign registered vehicle, we would advise them to contact the Motor Insurers' Bureau of Ireland at www.mibi.ie.

Remember that, if a claim is paid under a policy, the settlement of that claim may affect future insurance contracts of that type. For further information in this regard, claimants should contact their agent, broker or branch.

We aim to give excellent service to all our customers; however, we recognise that things may occasionally go wrong. If you're not happy, please let us know by: Phone 1890 666 888 or 01 8986400 or Email at claimcomplaints@aviva.com, or writing to us at: Claims Manager, Aviva Insurance Ireland DAC, Western Distributor Road, Knocknacarra, Galway, H91 WP22.

Aviva Data Protection - Privacy Notice

We collect and use personal information about you so that we can provide you with an insurance policy that suits your insurance needs. This notice explains the most important aspects of how we use your information and what rights you have in relation to your personal information but you can get more information about the terms we use and view our full Privacy Policy at our Privacy page on www.aviva.ie, request a copy by writing to us at Data Protection Officer, Aviva Insurance Ireland DAC, One Park Place, Hatch Street, Dublin 2, Ireland, D02 E651 or call us at 01 8988000.

The data controller responsible for this personal information is Aviva Insurance Ireland DAC.

1. Personal information we collect

Your data: The personal information we collect and use may include your name, address, telephone number and/or email address, date of birth or age, occupation, details about your home or vehicle, claims history, employer details (where necessary), driver licence details, bank account details or payment card details, unspent criminal convictions, medical data and for motor insurance, penalty points, Road Traffic offences, telematics data, dashboard camera video footage, on-board vehicle diagnostics information and tachograph information (commercial vehicles).

Note: You don't have to provide us with any personal information, but if you don't provide the information we need we may not be able to proceed with your claim. We will let you know what information is required to proceed with your claim.

We recognise that information about health data and criminal convictions is particularly sensitive information. We will only collect and use such data as follows:

Purpose for which it is used	Our legal basis for using it
Criminal conviction data is used for processing any claims you may have, fraud investigation, handling any complaints you may have and managing reinsurance arrangements.	To perform our insurance policy with you and people covered under the policy..
Health data is used for the purposes of processing any claims you may have, fraud investigation, handling any complaints you may have and managing reinsurance arrangements.	Irish Data Protection law allows us to use health data in connection with your insurance policy.
We may also need to use your health and/or criminal data for the purposes of establishing, exercising or defending legal rights, including in connection with advice, claims, or proceedings, and where authorised by law.	

2. How we collect your personal information

We may collect personal information about you from:

- you;
- your named driver;
- other people who live with you in an insured property;
- your broker or intermediary;
- your employer;
- publicly available information including social media websites and online content, newspaper articles, TV, radio and other media content, court judgements;
- insurance industry databases (such as Insurance Link for the purposes outlined below);
- other records within the Aviva Group if you have or have had other insurance policies with or sought a quote from another Aviva company or third party claims;
- third parties involved in a claim (including a claimant, private investigators engaged by us, witnesses, solicitors, Gardaí and other agents of the state and independent experts);
- when you visit one of the Aviva Group websites;
- Insurance Ireland (insurance industry's representative body) operate a confidential phone line (Insurance Confidential) for individuals to report suspect fraud. Information received by Insurance Ireland is shared with relevant insurers.
- The Department of Social Protection
- Motor Insurers Bureau of Ireland
- Other insurance companies

3. How we use your personal information

We may collect and use your information for the purposes, and on the legal basis, set out below:

Purpose for which it is used	Our legal basis for using it
To verify your identity.	<ul style="list-style-type: none">To perform the policy.To comply with our legal obligations
To validate, investigate and/or process any claims you or another person makes in relation to your insurance policy.	<ul style="list-style-type: none">To perform the policy.To comply with our legal obligations.
To maintain arrangements we have with reinsurers.	<ul style="list-style-type: none">For our legitimate interests in managing our business.
For management information purposes including portfolio assessment, risk assessment, performance reporting and management reporting.	
For a proposed portfolio transfer, reorganisation, transfer, disposal or other transaction relating to our business.	
To detect and prevent fraud.	<ul style="list-style-type: none">For our legitimate interests in managing our business.To perform your policy.To comply with our legal obligations.
To comply with laws and regulations.	<ul style="list-style-type: none">To comply with our legal obligations.

Telephone calls, may be recorded or monitored for regulatory, training and quality assurance purposes.

4A. How we share your personal information with others

We may share your personal information:

- with the Aviva group, our agents and third parties who provide services to us, your intermediary and other insurers (either directly or via those acting for the insurer such as loss adjusters or investigators) to help us administer our products and services;
- with regulatory bodies and law enforcement bodies, including the Gardaí, e.g. if we are required to do so to comply with a relevant legal or regulatory obligation;
- For motor claims, the Motor Insurers Bureau of Ireland;
- For personal injury claims, the Personal Injuries Assessment Board
- The Financial Services Ombudsman, where a complaint is made in respect of the handling or outcome of a claim;
- with reinsurers who provide reinsurance services to Aviva. Reinsurers will use your data to decide whether to provide reinsurance cover, assess and deal with reinsurance claims and to meet legal obligations. They will keep your data for the period necessary for these purposes and may need to disclose it to other companies within their group, their agents and third party service providers, law enforcement and regulatory bodies.

Some of the organisations we share information with are located outside of the European Economic Area, including India. These locations may not provide an adequate level of protection. We'll always take steps to ensure that any such transfer of information is carefully managed to protect your privacy rights. For more information on this please see our Privacy Policy or contact us in one of the ways described below.

4B. How we share your personal information with others for fraud prevention

The data you provide will be used by us and shared with other insurers as well as certain statutory and other authorised bodies for anti-fraud purposes including:

- sharing information about you with other insurers and public bodies including the Department of Tourism Transport and Sport, and the Gardaí;
- private investigators, tracing debtors or beneficiaries, recovering debt; and
- undertaking fraud searches on publicly available information as outlined above and checking the Insurance Industry claims database, Insurance Link. For more information on Insurance Link please go to www.inslink.ie. This database helps insurers check claims information and prevent fraudulent claims.

5. We carry out profiling for the purposes of investigating fraud, identifying if further investigation is required in relation to particular claims and identifying trends in claims activity.

6. How long we keep your personal information for

Information submitted will be held for at least six years after our relationship ends in order to comply with applicable laws and regulations and for use in connection with any claims. For more information on our data retention policies please see our Privacy Policy or contact us – refer to the details in the “Contacting us” section below.

7. Your rights in relation to your personal information

You have various rights in relation to your personal information, including:

- the right to request access to your personal information;
- correct any mistakes on our records;
- erase or restrict records where they are no longer required;
- to move certain data to other providers;

Note: you have the right to object to use of personal information based on legitimate business interests. If you do object, we will have an opportunity to demonstrate that there are compelling legitimate grounds which override your rights and freedoms or that processing is necessary for the establishment, exercise or defence of legal claims. Please note that any successful objection may prevent us assessing future claims and/or the policy may be cancelled.

For more details in relation to your rights, including how to exercise them, please see our full Privacy Policy or contact us in one of the ways described below.

8. Contacting us

If you have any questions about how we use personal information, or if you want to exercise your rights stated above, please contact our Data Protection team by either emailing them at DPO@aviva.com, writing to the Data Protection Officer, Aviva Insurance Ireland DAC, One Park Place, Hatch Street, Dublin 2, Ireland, D02 E651, or call us at (01) 8988000.

If you have a complaint or concern about how we use your personal information, please contact us in the first instance and we will attempt to resolve the issue as soon as possible. You also have the right to lodge a complaint with the Office of the Data Protection Commissioner at any time.

Aviva Insurance Ireland DAC

Aviva Insurance Ireland Designated Activity Company, trading as Aviva, is regulated by the Central Bank of Ireland.

A private company limited by shares.

Registered in Ireland No. 605769.

Registered Office: One Park Place, Hatch Street, Dublin 2, Ireland, D02 E651.

EMOMG11822 02.19