



let's feel good

# Boots Terms of Business

This document is effective from 1st May 2021. Please read it carefully. It sets out the terms upon which we agree to act for our customers and contains details of our regulatory and statutory responsibilities. It also sets out some of your responsibilities.

Please contact us immediately if there is anything in these Terms of Business or Terms and Conditions which you do not understand or with which you disagree.

## About our company

Boots UK Limited is an Appointed Representative of Healix Insurance Services Ltd who are authorised and regulated by the Financial Conduct Authority. Its Financial Services Register entry number is 437248.

You can check this information on the Financial Services Register by visiting the FCA's web site at <https://register.fca.org.uk/>.

## Demands & Needs

Boots Dental Insurance meets the demands and needs of those who wish to have some of the costs of future dental treatment reimbursed to them.

## Our products and services

Boots UK Ltd only offer a dental insurance plan from one insurer, AmTrust Europe Limited.

Boots UK Ltd do not make a personal recommendation as to whether the plan offered is suitable for you. This is your responsibility, after reading the pre-sale information provided.

## Duty of disclosure

You must take reasonable care to answer all questions put to you about your proposed insurance fully, honestly and to the best of your knowledge. If you do not understand the meaning of any question, or if you do not know the answer, it is vital that you tell us. Once cover has been arranged, you must immediately notify us or your insurer of any changes to the information that has been previously provided. The most serious consequence of failing to provide full and accurate information before you take out insurance, or when your circumstances change, could be the invalidation of your cover. In that instance it would mean that a claim will be rejected.

## Insurance premiums

All insurance premiums collected from you will be paid into a bank account of the insurer.

## PRIVACY AND DATA PROTECTION NOTICE

### DATA PROTECTION

AmTrust Europe Limited, the Data Controller, is committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which we process your personal data, for more information please visit [www.amtrusteurope.com](http://www.amtrusteurope.com)

### HOW WE USE YOUR PERSONAL DATA AND WHO WE SHARE IT

**WITH** We may use the personal data we hold about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal terms, research or statistical purposes and, if we have consent to do so, to provide you with information, products or services that you request from us or which we feel may interest you. We will also use your data to safeguard against fraud and

money laundering and to meet our general legal or regulatory obligations.

### SENSITIVE PERSONAL DATA

Some of the personal information, such as information relating to health or criminal convictions, may be required by us for the specific purposes of underwriting or as part of the claims handling process. The provision of such data is conditional for us to be able to provide insurance or manage a claim. Such data will only be used for the specific purposes set out in our notice.

### DISCLOSURE OF YOUR PERSONAL DATA

We may disclose your personal data to third parties involved in providing products or services to us, or to service providers who perform services on our behalf. These include our group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, medical service providers, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

### INTERNATIONAL TRANSFERS OF DATA

We may transfer your personal data to destinations outside the European Economic Area ("EEA"). Where we transfer your personal data outside of the EEA, we will ensure that it is treated securely and in accordance with the Legislation.

### YOUR RIGHTS

You have the right to ask us not to process your data for marketing purposes, to see a copy of the personal information we hold about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask us to provide a copy of your data to any controller and to lodge a complaint with the local data protection authority.

### RETENTION

Your data will not be retained for longer than is necessary, and will be managed in accordance with our data retention policy. In most cases the retention period will be for a period of ten (10) years following the expiry of the insurance contract unless we are required to retain the data for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning our use of your personal data, please contact The Data Protection Officer, AmTrust International – please visit [www.amtrusteurope.com](http://www.amtrusteurope.com) for full address details.

### HEALIX INSURANCE SERVICES LTD

Healix Insurance Services Ltd are a joint Data Controller and are equally committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). For more information please visit <https://www.healix.com/insurance-capacity-management/>

If you have any concerns, a complaint or any request regarding Healix Insurance Services Ltd use of your personal data, please contact:

The Data Protection Officer, Healix Insurance Services Ltd, Healix House,  
Esher Green, Esher, Surrey, KT10 8AB

Or email: [HISprivacy@healix.com](mailto:HISprivacy@healix.com)

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## Documentation

Our aim is to produce documentation and correspondence in a clear and understandable format. In the event of any uncertainty we would ask you to let us know immediately. Our staff are always happy to clarify the cover provided.

You should check all policy documentation to ensure that the details are correct and the cover provided meets with your requirements. Any errors should be notified to us immediately.

## Making a claim

In the event of a claim, you should call our Customer Services line on 0345 840 1111. You will be advised if you need to complete a claim form or produce documentation to support your claim.

All claims will be processed by Denis UK Ltd. Denis UK Ltd is an appointed representative of Healix Insurance Services Limited.

## Caring for our customers - how to make a complaint

We aim to provide you with the highest levels of customer service and care at all times. However, if something has gone wrong, we want to do everything we can to put it right as quickly and effectively as possible. This is why we have put in place a simple procedure for you to raise any concerns or complaint you may have.

If you wish to make a complaint, in the first instance please contact:

Complaints Department,  
Boots Dental Plan, PO Box 6905,  
Basingstoke, Hampshire, RG24 4TE Telephone:  
0345 840 1111  
Email: boots@denisuk.com

We will contact you within three days of receiving your complaint to inform you of what action we are taking. We will try to resolve the problem and give you an answer within four weeks. If it will take us longer than four weeks we will tell you when you can expect an answer.

Alternatively, at any stage, you may have the right to contact the Financial Ombudsman Service who can review complaints from eligible complainants. Further information can be found at: <http://www.financial-ombudsman.org.uk/default.htm>

Financial Ombudsman Service  
Exchange Tower, Harbour Exchange Square, London E14 9SR

By telephone on 0800 023 4567 or 0300 123 9123  
By e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

This complaints procedure does not affect any legal right you have to take action against us.

The role of the Ombudsman is to review complaints impartially and to make a fair and reasonable decision based on the facts of each case. These procedures do not affect your legal rights.

## Compensation

We and the insurer are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations under this contract. This will provide cover for 90% of the claim without any upper limit.

Further details about compensation scheme arrangements are available from the FSCS - [www.fscs.org.uk](http://www.fscs.org.uk) or telephone 0207 741 4100.

## Cancellation right

You have a right to cancel your policy up to 14 days from the later of the policy start date or the date you receive full policy documentation from us, or the renewal date or the date you receive full renewal documentation from us.

Should you wish to exercise the Cancellation Right, no charge will be made but you will no longer be covered and will therefore not be eligible to make any claim.

To exercise the Cancellation Right you should contact our Customer Services line on 0345 840 1111

If the Cancellation Right is not exercised within the 14-day period as stated above, and you decide to cancel the policy at a later date and you have not made a claim, you will be entitled to a pro-rata refund provided you give us at least 7 days' notice by notifying us in writing or contacting the Customer Care Manager.

## Automatic renewal – opting out

This policy shall continue to be automatically renewed for one year periods of cover. If you no longer wish to proceed with the renewal process please inform us in advance of the renewal date and no later than 60 days before the policy is due to commence.

Please contact us by one of the following means:

Email: [boots@denisuk.com](mailto:boots@denisuk.com)

Telephone: 0333 222 7910

Post: Boots Dental Plan, PO Box 6905, Basingstoke. RG24 4TE

## Law and jurisdiction

These Terms of Business shall be governed by and construed in accordance with English Law. In relation to any legal action or proceedings arising out of or in connection with these Terms of Business we both irrevocably submit to the non-exclusive jurisdiction of the English courts.

You are deemed to have accepted these terms of business and give your consent for us to operate in the ways described, unless you advise us otherwise within 7 days of receipt.

