

## Questions & Answers for customers who have received a letter regarding a missing data tape

### **1. I have received a letter that states you have lost some of my personal details, how has this happened?**

A tape containing the data was sent from one of our offices to another; however the receiving office cannot locate it. We are not totally sure that the tape has been lost externally however; we are unable to locate its whereabouts.

### **2. Who is Phoenix Ireland?**

Phoenix Ireland was formally known as Scottish Provident Ireland and you hold or have previously held a policy with us.

### **3. I don't believe I have ever had a policy with Scottish Provident Ireland or Phoenix Ireland.**

Our systems indicate that you previously applied for a policy with us. You may not have decided to go ahead with the policy however, your information is stored on our system.

### **4. What information was on the tape?**

The tape contained the following personal details of some of our customers: name, address, bank sort code and account number.

### **5. Why wasn't the data secure?**

Our usual practice is to ensure the data is secure by encrypting it, but on this occasion the tape was not encrypted. However, the contents of the tape were recorded in a complicated format so it's not easy to understand. We believe it would require an experienced IT specialist to be able to understand the data.

### **6. How will this impact me?**

There may not be any impact however you need to be aware that if your data fell into the wrong hands it could be used illegally for other purposes such as identification theft. This is where somebody can fraudulently apply for credit in your name.

### **7. If I am subjected to identification theft what should I do?**

If you believe you have been subjected to identity theft you should contact the source who made you aware immediately e.g. credit company, bank, etc to inform them that this is not legitimate. They will take action to stop any further dealings.

For general advice you can also contact:

**ROI customers** - Data Protection Commissioner on low call 1890 252 231, email [info@dataprotection.ie](mailto:info@dataprotection.ie) or visit their website [www.dataprotection.ie](http://www.dataprotection.ie).

**Overseas customers** - Information Commissioner's Office who enforce and oversee the data Protection Act. The Helpline is +44 (0) 0303 123 1113 and is open from 9am to 5pm, Monday to Friday.

**UK customers** - Information Commissioner's Office who enforce and oversee the data Protection Act on 0303 123 1113 9am to 5pm, Monday to Friday.

### **8. Will my policy be impacted?**

The data on the tape was not branded Phoenix Ireland therefore it cannot be identified that the data is for Phoenix Ireland customers. In line with our usual process, if you contact us our identification and verification process will ensure that we are dealing with you or anyone acting on your behalf.

#### **Our contact details**

If you have any questions in relation to these Questions and Answers you can call our Dedicated Helpline on 00353 1 638 2908.

If you have any general enquires please contact our Customer Contact desk on 00353 1 639 9859.