

# Internet and email

Insurance product information document



**Company:** Hiscox SA

**Product:** Internet and email insurance

Hiscox SA trading as Hiscox is supervised by the Commissariat aux Assurances (CAA) in Luxembourg and is regulated by the Central Bank of Ireland for conduct of business rules.

This document provides a summary of the key information relating to the standard terms and conditions of this internet and email insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation and you should also check the schedule for any endorsements that change the scope of this cover.

## What is this type of insurance?

This product is designed to meet the needs of customers who wish to protect their business against claims made or losses suffered as a result of their internet and email activities.



### What is insured?

#### Claims against you

- ✓ Claims against you as a result of your business arising from:
  - the content of your email, intranet, extranet or website due to infringement of intellectual property rights, defamatory statements, or breach of confidence.
  - your negligent transmission of a computer virus, worm, logic bomb or Trojan horse to a business customer.
  - your unauthorised collection or misuse of any customer's data, which is confidential or subject to statutory restrictions and which you obtained and hold electronically.
  - a third party's reliance on a hacker's use of your encrypted electronic signature or certificate, email or website.

#### Your own losses

- ✓ If a hacker damages, destroys or alters your website or computer system, we will pay to repair or replace the affected part with our prior written consent.
- ✓ If a hacker threatens to damage your website that would be covered, we will cover the ransom paid with our prior written consent.
- ✓ Advertising, publicity and communications expenses incurred with our prior consent in the event of a covered hack.



### What is not insured?

- ✗ Any computer virus, worm, logic bomb or Trojan horse:
  - created by you, your employee or freelancer.
  - that replicates itself and is automatically disseminated, unless specifically passed to you by a hacker of your website or computer system.
- ✗ Patent infringement.
- ✗ Unauthorised use of credit, debit, charge or store card.
- ✗ Failure or interruption of internet or telecommunications service providers.
- ✗ Pornographic, sexually explicit or obscene material, unless arising directly from hacker activities.
- ✗ Any defamatory statement concerning any partner, direction, employee or freelancer.
- ✗ Contractual liability above the liability you would have without the contract.
- ✗ Any data or software unique to your company.
- ✗ Death, injury or disease.
- ✗ Breach of your obligations as an employer or discrimination, harassment or unfair treatment.
- ✗ Personal liability of your directors or officers when acting in that capacity.
- ✗ The supply, manufacture, sale installation or maintenance of any product.
- ✗ Any statement you knew or ought to have known was defamatory at the time of publication.
- ✗ Deliberate, dishonest or reckless acts you commit, condone or ignore.
- ✗ Date recognition, war, terrorism or nuclear reaction or radiation.
- ✗ Your liability to pay a fine or penalty, your lost profit or any trading loss.
- ✗ Claims brought outside of the countries listed in the schedule under applicable courts or for work undertaken outside of the countries listed in the schedule under geographical limits.
- ✗ Any claim, potential claim or loss you knew or ought to have known about that was not disclosed to us before we agreed to insure you.



### Are there any restrictions on cover?

! We will not make any payment if you do not:

- take reasonable steps to use, maintain and upgrade any computer security program.
- make frequent back-up copies of data, files and programs.
- cancel any user name, password or security protection if you suspect it has been made available to any unauthorised person.

! We will only cover claims made and losses occurring during the period of insurance.

! We will only cover genuine ransom demands paid under duress by a senior officer.

! We do not cover the excess stated in the schedule.



## Where am I covered?

Please check your policy schedule for the countries listed under applicable courts and geographical limits..



## What are my obligations?

- You must ensure that you disclose all facts and matters which might be relevant and that all information provided to us is true, accurate and complete.
- You must let us know if the information provided changes.
- You must take reasonable care to minimise any loss, damage or liability.
- You must tell us promptly about any claim or loss, any matter which is likely to lead to a claim, any actual or suspected fraud involving your website, electronic signature or electronic mail, or any actual or threatened damage to your website or computer system.
- You must inform the police of any ransom demand as soon as practicable.
- You must not admit you are liable, make any offer of settlement or disclose the amount of cover available to any third party unless you have our prior written consent.



## When and how do I pay?

Please check your policy schedule for payment method.



## When does the cover start and end?

Please check your policy schedule for your cover start and end dates.



## How do I cancel the contract?

By giving 30 days' notice in writing. We will return a pro-rata proportion of your premium unless the amount is below any minimum payment stipulated in the general terms and conditions of your policy wording. We will never charge you a fee for cancelling your insurance.

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**How to make a claim**

If you suffer a loss and may need to make a claim you should contact us as soon as possible.

For all claims you will need to provide your Hiscox policy number and full details of the claim, including the date, amount claimed and circumstances.

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**Complaints procedure**

If you have a complaint, you can contact us using the details below.

Hiscox Customer Relations  
Hiscox SA (Irish branch)  
The Observatory  
7-11 Sir John Rogerson's Quay  
Dublin 2  
D02 VC42

By phone: 1800 901 903  
By phone from mobiles or abroad: +353 1 238 1810  
By email: [customerrelations.ireland@hiscox.com](mailto:customerrelations.ireland@hiscox.com)

If you remain dissatisfied after the internal dispute resolution process, you may have the right to refer your complaint to the Financial Services and Pensions Ombudsman.

The Financial Services and Pensions Ombudsman (FSPO) is an independent, impartial, fair and free service that helps resolve complaints with pensions providers and regulated financial services providers.

Contact details:  
Financial Services and Pensions Ombudsman  
Lincoln House  
Lincoln Place  
Dublin  
D02 VH29

Phone: +353 1 567 7000  
Email: [info@fspoi.ie](mailto:info@fspoi.ie)  
Web: [www.fspoi.ie](http://www.fspoi.ie)

Alternatively, you can also contact:

Commissariat aux Assurances  
7, boulevard Joseph II  
L-1840 Luxembourg  
Luxembourg  
Email: [caa@caa.lu](mailto:caa@caa.lu)

If you are a consumer, you may also address your complaint in English to the Insurance Ombudsman in Luxembourg, located at:

Insurance Ombudsman  
ACA  
12, rue Erasme  
L - 1468 Luxembourg  
Luxembourg  
Phone: +352 44 21 44 1  
Fax: +352 44-02-89  
Email: [mediateur@aca.lu](mailto:mediateur@aca.lu)

If you have purchased your policy online you can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: <http://ec.europa.eu/odr>.

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**General information**

This is a statement of the terms of business on which we agree to act and contains details of our regulatory and statutory responsibilities under the supervision of the Commissariat aux Assurances and the regulation of the Central Bank of Ireland. If you have any questions, please advise your usual contact in the first instance who will be pleased to assist you.

**About us**

Hiscox SA is a Luxembourg regulated insurance company, which is subject to the supervision of the Commissariat aux Assurances (CAA).

Hiscox SA is duly authorised to carry on non-life insurance business in other member states of the European Union and the European Economic Area.

Further details can be found at [www.caa.lu](http://www.caa.lu).

Hiscox SA is registered in Luxembourg with the Trade and Company Register Luxembourg (RCS Luxembourg) with reference number B217018. Hiscox SA head office is located at Avenue John F. Kennedy 35F, 1855 Luxembourg, Luxembourg.

Further details can be found at [www.lbr.lu](http://www.lbr.lu).

Hiscox SA is subject to the supervision of the Commissariat aux Assurances in Luxembourg and is regulated by the Central Bank of Ireland for conduct of business rules.

Hiscox SA branch in the Republic of Ireland is registered with the Companies Registration Office with reference number 908764. Hiscox SA branch in the Republic of Ireland is located at:

The Observatory  
7-11 Sir John Rogerson's Quay  
Dublin 2  
D02 VC42  
Republic of Ireland

Further details can be found at <https://www.cro.ie/>.

Hiscox SA is subject to the Consumer Protection Code 2012 which offers protection to consumers, details of this code can be found on the Central Bank of Ireland's website.

Hiscox SA is registered in Luxembourg with Trade and Company register Luxembourg (RCS Luxembourg): registration number B217018, at Avenue John F. Kennedy 35F, 1855 Luxembourg, Luxembourg.

### **Our relationship with you**

While we will provide you with information on the cover offered, further information or advice will only be provided if it is made available to you by your chosen insurance intermediary. Any quote documentation we provide to you is based on the information you provide us. You should check to confirm this is correct and advise us of any changes required.

You will be required to make premium payments in accordance with the terms of the policy. Failure to pay any amounts due may result in us cancelling coverage in line with the terms and conditions of the policy.

This insurance is governed by the laws of the country stated in the general terms and conditions. Any dispute arising out of or relating to this insurance, including over its construction and validity will be referred to a single arbitrator in accordance with the general terms and conditions and the Arbitration Act then in force in the country stated.

### **Using your personal information**

Hiscox SA is acting as a data controller and we collect and process information about you in order to provide insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide.

For further information on how your information is used and your rights in relation to your information please see our privacy policy at: cookies: [www.hiscox.ie/cookies](http://www.hiscox.ie/cookies) and privacy: [www.hiscox.ie/privacy](http://www.hiscox.ie/privacy).

You can also contact us at any time by telephoning +353 (0) 1238 1800 or by emailing us at [dataprotectionofficer@hiscox.com](mailto:dataprotectionofficer@hiscox.com).

This important information document is effective from January 2019.