

# Professional Indemnity Insurance for Chartered Surveyors

Policy Document





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# The Contract of Insurance

## Professional Indemnity Insurance Policy for Chartered Surveyors

The Policy, Schedule and any endorsements should be read as if they were one document.

The Policy is a contract between you and us. You have made to us a proposal which is the basis of and forms part of the contract and have paid or agreed to pay the premium as consideration.

We will insure you under those sections shown in the Schedule during any Period of Insurance for which we have accepted your premium provided all the terms and conditions of the Policy are kept.

This is a legal document and should be kept in a safe place.

Please read this Policy and Schedule carefully.

If they do not meet your needs please return them to us or your broker or agent.

## Section 1 – Definitions

Certain words in this policy have special meanings. These meanings are given below and apply where the words appear in **bold**.

### **Asbestos Inspections**

Shall mean inspections as set out in the European Communities (Protection of Workers) (Exposure to Asbestos) Regulations 1989 [S.I. No. 34 of 1989], 1993 [S.I. No 276 of 1993] or 2000 [S.I. 74 of 2000] or any other comparable inspection, whether of commercial or residential land or property.

### **Business**

- (a) Services including the giving of advice which is undertaken by a member of the Society of Chartered Surveyors or the Royal Institution of Chartered Surveyors or has otherwise been declared to **Us** and which are performed by **You** or on **Your** behalf
- (b) services including the giving of advice performed by any current, former or retired principal, business partner, director or **Employee** while holding an individual appointment in respect of work connected with **You** where those services are undertaken by a member of the Royal Institution of Chartered Surveyors or have otherwise been declared to **Us**.

### **Consultant**

Any natural person who is self employed working for **You** in connection with the business.

### **Costs and Expenses**

**Costs** incurred with **Our** written consent for defending any claim for damages which may be the subject of indemnity under this policy.

### **Cyber Liability**

Claims arising from:

- (a) defamation
- (b) malicious falsehood including slander of title and slander of goods
- (c) unintentional false attribution of authorship or passing off
- (d) unintentional infringement of intellectual property rights
- (e) unintentional breach of confidence
- (f) unintentional infringement of any rights of privacy
- (g) unintentional misuse of any information which is either confidential or subject to statutory restrictions on its use
- (h) misuse by any **Employee** of **Your** electronic signature or external e-mail and arising out of the conduct of the business transacted via the internet, extranet or via **Your** own web site, internet site, web address or via the transmission of electronic mail or document by electronic means.

### **Employee**

Any natural person who is:

- (a) under a contract of service or apprenticeship with **You**
- (b) a labour master or labour only subcontractor or persons supplied by any of them
- (c) self employed
- (d) under a work experience or similar scheme
- (e) hired or borrowed by **You** from another employer

and working for **You** in connection with the **Business** while under **Your** direct control or supervision.

### **Environmental Audit**

Any investigation specifically intended to assess whether there is actual **Pollution or Contamination** present.

### **Excess**

The amount stated in this policy, the schedule or any endorsement to this policy for which **You** are responsible and which will be deducted from any payment under this policy as ascertained after the application of all other terms and conditions of this policy.

**Nuclear Installation**

Any installation of such class or description being an installation designed or adapted for:

- (a) the production or use of atomic energy
- (b) the carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiation
- (c) the storage, processing or disposal of nuclear fuel or of bulk quantities of other radioactive matter being matter which has been produced or irradiated in the production or use of nuclear fuel.

**Nuclear Reactor**

Any plant including any machinery, equipment or appliance whether affixed to land or not designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons.

**Pollution or Contamination**

**Pollution or Contamination** of buildings or other structures or of water or land or the atmosphere.

**Related Entity**

Any individual or entity or its sub-contractors or assignees:

- (a) which wholly or partially own, operate or manage **You**
- (b) which is controlled, operated or managed by **You**

**Territorial Limits**

Worldwide excluding the United States of America or Canada or territories under their jurisdiction.

**We, Us, Our or Ours**

Zurich Insurance plc ('Zurich').

**You, Your, Yours or Yourselves**

The person, people (either acting in partnership or on behalf of an unincorporated organisation) and the company stated in the schedule as the insured including **Your** predecessors.

## Section 2 – The Cover

**We** will indemnify **You** in respect of all sums which **You** become legally liable to pay as damages and claimants' **Costs and Expenses** in respect of a claim arising out of the conduct of the business within the **Territorial Limits** first made against **You** and notified to **Us** during the period of insurance in respect of **Your** civil liability.

In addition to the limit of indemnity **We** will pay **Costs and Expenses**.

**Costs and Expenses** and any payment under clauses 3, 5, 7 and 9 will not be subject to any **Excess**.

### 1. Arbitration

**We** will also indemnify **You** in respect of any decision by an arbitrator appointed to resolve a dispute in accordance with the Arbitration Acts, 1954 to 1998 which may otherwise be subject to an indemnity under this policy:

It is a condition precedent to **Our** liability under this clause that **You**:

- (a) notify **Us** within 2 working days and during the period of insurance of:
  - (i) the receipt of a notice of intention to arbitrate
  - (ii) any matters of which **You** become aware which might reasonably be expected to give rise to a claim against **You** being referred to an arbitrator; and
- (b) promptly supply **Us** with all details relating to any reference to arbitration including copies of all documentation made available to **You** or subsequently by **You** to the arbitrator; and
- (c) allow **Us** to appoint advisers; and
- (d) co-operate with **Us** and any advisers **We** may appoint in the conduct of the arbitration; and
- (e) meet any request, direction or timetable of the arbitrator; and
- (f) must not agree to accept the decision of the arbitrator as finally determining the dispute without **Our** prior written consent.

**We** will be entitled to pursue legal proceedings or other proceedings in the name of and on behalf of **You** to challenge, appeal, re-open or amend any decision, direction, award or exercise of any power of the arbitrator (to the extent possible) or to stay the enforcement of any such decision, direction, award or exercise of power. **You** will give all such assistance as **We** may reasonably require in relation to such proceedings.

### 2. Insured to act as Agent

The insured will act as the agent of any principle stated in the schedule for the purposes stated in the schedule. Notwithstanding Exclusion 9 **We** will indemnify **You** in respect of any negligent act, error or omission in connection with such appointment provided always that there will be no cover for any liability assumed by **You** under any express warranty, agreement or guarantee unless such liability would have attached in the absence of such express warranty, agreement or guarantee.

### 3. Court Attendance Costs

**We** will also pay **You** the daily rates stated below if any of these people are required to attend court or any arbitration or adjudication hearing as a witness at **Our** request:

- |     |   |      |
|-----|---|------|
| (a) | any principal, business partner or director           | €600 |
| (b) | any <b>Employee</b> or <b>Consultant</b>              | €300 |
| (c) | any other relevant party excluding any expert witness | €300 |

**Our** liability will not exceed €12,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

### 4. Cyber Liability

**We** will also indemnify **You** for any **Cyber Liability**.

Provided always that **Our** liability will not exceed €300,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

### 5. Estate Agents and Health and Safety Legislation

**We** will also indemnify **You** and at **Your** request any principal, **Business Partner**, director, **Employee** or consultant against 80% of the legal **Costs and Expenses** incurred with **Our** prior consent in the defence of any criminal or civil proceedings first made against **You** and notified to **Us** during the period of insurance brought for an alleged breach of:

- (a) The Consumer Information Act 1978
- (b) The Auctioneers and Housing Agents Acts, 1947, 1967 and 1973
- (c) The Safety, Health and Welfare at Work Act 2005

- (d) The Safety Health and Welfare (Construction) Regulations 2001 [S.I. No 481 of 2001]
- (e) The Safety Health and Welfare (Construction) (Amendment) Regulations 2003 [S.I. No. 277 of 2003]

Provided always that:

- (i) the alleged breach arises out of the conduct of the **Business** provided by **You**; and
- (ii) the circumstances giving rise to such proceedings could otherwise give rise to an indemnity under this policy; and
- (iii) in **Our** reasonable belief the defence of such proceedings would assist in a defence of any claim against **You** arising from such circumstances.

Any subsequent or concurrent civil action arising out of proceedings notified hereunder will be deemed to be notified in accordance with condition 1.

**Our** liability will not exceed €300,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

#### **6. Indemnity to Other Persons including Personal Representatives**

**We** will also indemnify under the terms of this policy any current, former or retired principal, business partner, director or **Employee** or in the event of their death any personal representative.

Provided always that:

- (a) **You** would have been entitled to indemnity had the claim been made against **You**; and
- (b) no indemnity will be provided to any person in respect of the consequences of their own fraud, dishonesty or criminal act; and
- (c) any person claiming indemnity:
  - (i) is not entitled to indemnity from any other source; and
  - (ii) was at the time of the incident giving rise to the claim acting within the scope of their authority; and
  - (iii) will be subject to the terms and conditions of this policy in so far as they can apply; and
- (d) **We** have the sole conduct and control of any claim.

#### **7. Legal Representation Cover**

**We** will also cover any reasonable **Costs and Expenses** necessarily incurred with **Our** written consent for representation at any official examination, enquiry, investigation or other proceedings ordered or commissioned by a body legally empowered to investigate **Your** affairs that are first instigated against **You** and notified to **Us** during the period of insurance and which may otherwise be the subject of indemnity under this policy.

**Our** liability will not exceed €12,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

#### **8. Loss of Documents**

**We** will also cover reasonable costs incurred by **You** with **Our** consent for the restoration or replacement of records associated with the **Business** including computer systems records but excluding negotiable instruments of any kind held by **You** or for which **You** are legally responsible which have been accidentally lost or damaged. Provided always that any computer systems records are backed up no less frequently than once every 7 days or as otherwise agreed by **Us** and are held at a separate location.

**Our** liability will not exceed €300,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

#### **9. Ombudsman Awards**

**We** will also indemnify **You** in respect of:

- (a) any amount paid or payable
- (b) the cost of taking any steps which **You** are directed to take in relation to a claimant

in accordance with any award or determination of any ombudsman appointed in respect of any case accepted by the ombudsman for review in their position as ombudsman under any recognised scheme.

Provided always that where an ombudsman makes an award which is rejected by the claimant who then pursues the matter through the courts both the complaint to the ombudsman and all subsequent court proceedings will be treated as a single claim made at the date of the first claim against **You**.

**Our** liability will not exceed €300,000 in the aggregate during the period of insurance in respect of any single award made by any ombudsman or any series of awards by any ombudsmen attributable to the same originating cause and this limit will form part of not be in addition to the limit of indemnity stated in the schedule.



## Section 3 – Exclusions

This policy does not cover:

### 1. Arbitration

Liability arising from any arbitration award in respect of any claim or counterclaim where the seat of the arbitration is located outside Ireland unless agreed by **Us**.

### 2. Asbestos

Liability, loss, cost or expense directly or indirectly caused by, contributed to by or arising out of any asbestos, asbestos fibres or any derivatives of asbestos including any product containing any asbestos fibres or derivatives unless arising from a negligent act, error or omission in the conduct of the **Business**.

Provided always that:

- (a) the policy will not cover liability for:
  - (i) **Asbestos Inspections** carried out by **You** or any **Consultant**
  - (ii) death, bodily injury, mental injury, mental anguish, shock or the fear of suffering thereof sustained by any person; and
- (b) **Our** liability will not exceed €300,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

### 3. Claims by Related Entities

Any claim brought by **You** or any **Related Entity** unless such claim emanates from an independent third party.

### 4. Contractual Liability

Liability arising from any express warranty, guarantee, contractual promise, indemnity, waiver or express agreement as a result of:

- (a) the acceptance by **You** of an obligation or the guarantee by **You** of fitness for purpose where this appears as an express term
- (b) any express guarantee given by **You** including any relating to the period of a project
- (c) any express penalty contained in a contract between **You** and a third party.

Provided always that this exclusion will not apply where:

- (i) **You** would have been liable even if there had not been any such express warranty, guarantee, contractual promise, indemnity, waiver or express agreement
- (ii) **We** have expressly approved the contractual terms giving rise to the liability.

### 5. Courts Jurisdiction

Any claim made or brought:

- (a) in the United States of America or Canada or territories under their jurisdiction
- (b) under or in consequence of any judgment or order in or under the laws of the United States of America or Canada or territories under their jurisdiction.

### 6. Criminal or Malicious Acts

Liability arising out of any criminal, fraudulent or malicious act, error or omission committed by **You** or on **Your** direction unless:

- (a) committed solely and directly by any current, former or retired principal, business partner, director, member, **Employee** or **Consultant**
- (b) there is no reasonable cause for suspicion in relation to such person
- (c) it has caused **Your** client to suffer loss.

Provided always that:

- (i) any criminal, fraudulent or malicious act, error or omission committed by a person or persons acting in concert shall be treated as one claim
- (ii) **Your** annual accounts have been prepared or certified by an independent and properly qualified accountant or auditor in accordance with the Society of Chartered Surveyors and the RICS Rules of Conduct and **Your** client accounts have been kept in accordance with those Rules.

## 7. Directors and Officers Liability

Liability while **You** are carrying out the duties of:

- (a) a director or officer of **You** or any other body corporate
- (b) a trustee of any pension fund or any other employee benefit scheme

## 8. Employment

- (a) liability arising out of death, bodily injury, mental injury, sickness, disease, mental anguish or shock of any **Employee**
- (b) liability arising out of any obligation owed by **You** as an employer or potential employer to any business partner, director, **Employee** or applicant for employment.

## 9. Financial Services

Liability arising out of any activities regulated by the Irish Financial Services Authority (Financial Regulator) under the Investment Intermediaries Act 1995 as amended by the Central Bank Act 1997, the Investment Compensation Act 1998 and the Insurance Act 2000 as amended from time to time. This exclusion will not apply to;

- (a) mortgage intermediary activities and/or
- (b) insurance intermediary activities relating to general insurance contracts only and carried out as part of the normal activities of members of the Society of Chartered Surveyors or the Royal Institution of Chartered Surveyors.

## 10. Goods and Services

Liability arising from any contract or arrangement for the supply to or use by **You** of goods or services.

## 11. Insolvency

Liability arising out of **Your** insolvency or bankruptcy. This exclusion will not apply to any claim or circumstance that would be covered under this policy but for **Your** insolvency or bankruptcy.

## 12. Libel and Slander

Liability arising out of any act of libel and slander other than that committed or uttered in good faith by **You**.

## 13. Liquidated or Punitive Damages or Fines

Any amount in respect of:

- (a) liquidated damages, penalties or fines which attach solely because of a contract or agreement
- (b) punitive or exemplary damages.

## 14. Market Fluctuation

Liability arising out of the financial return of any investment or the depreciation or loss of investments when such financial return, depreciation or loss is as a result of fluctuations in any financial, stock, commodity or other markets which are outside **Your** influence or control. This exclusion will not apply to any survey or valuation of any tangible property for:

- (a) the purpose of any sale, proposed sale, purchase or proposed purchase
- (b) insurance or stock valuation purposes.

## 15. Nuclear and War Risks and Government or Public Authority Order

Death, injury, disablement or loss or damage to any property or any loss or expense resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- (a) ionising radiations from or **contamination** by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- (b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any **Nuclear Installation, Nuclear Reactor** or other nuclear assembly or nuclear component thereof
- (c) any weapon employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
- (d)
  - (i) war, invasion, act of foreign enemy, hostilities whether war be declared or not, civil war, rebellion, revolution, insurrection, military or usurped power
  - (ii) nationalisation, confiscation, requisition, seizure or destruction by any government or public authority.

## 16. Pollution or Contamination

Liability arising directly or indirectly out of:

- (a) **Pollution Or Contamination** other than in respect of a claim caused by any negligent act, error or omission in the conduct of the **Business**.
- (b) any **Environmental Audit** carried out by **You**.

**Our** liability will not exceed the limit of indemnity in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule other than where a claim arises from **Your** negligent structural design or specification or failure to report a structural defect in a property and relates solely to the cost of re-designing, re-specifying, remedying or rectifying the defective structure where the limit of indemnity will be any one claim.

#### **17. Prior Circumstances and Claims**

Liability arising from:

- (a) any circumstance, fact, matter or occurrence that:
  - (i) **You** knew or that in **Our** reasonable opinion **You** ought to have known prior to inception of this policy which might reasonably be expected to give rise to a claim against **You**
  - (ii) was notified by **You** under any other insurance policy prior to inception of this policy
  - (iii) was disclosed or in **Our** reasonable opinion ought to have been disclosed on **Your** latest proposal to **Us**
- (b) any claim made against **You** prior to inception of this policy.

#### **18. Products and Buildings**

Liability arising out of any supply, repair, alteration, manufacture, installation construction, treatment, sale or distribution of goods, materials or products by **You**.

This exclusion will not apply to project models or displays.

#### **19. Property and Transport**

Liability arising out of the ownership, possession or use by **You** or on **Your** behalf of any land, building, aircraft, watercraft, or mechanically propelled vehicle.

#### **20. Retroactive Date**

Liability for any claim arising from the **Business** provided by **You** prior to the retroactive date stated in the schedule.

#### **21. Survey and Valuation**

Liability arising from any survey or valuation unless it was undertaken by:

- (a)
  - (i) A Fellow or Associate of the Society of Chartered Surveyors or a Fellow or Professional Member or Technical Member of the Royal Institution of Chartered Surveyors (RICS) or
  - (ii) A Fellow or Associate of the Irish Auctioneers and Valuers Institute (IAVI) or a Fellow or Associate of the Institute of Professional Auctioneers and Valuers (IPAV) or a Fellow or Associate of the Incorporated Society of Valuers and Auctioneers (ISVA) or
  - (iii) A Fellow or Associate of the Architects and Surveyors Institute (ASI) or d. A Fellow or Associate of the Faculty of Architects and Surveyors (FFAS) or
  - (iv) A Fellow or Associate of the Royal Institute of the Architects of Ireland (RIAI) or a Fellow or Associate of the Royal Institute of British Architects (RIBA) or a Fellow or Associate of the Royal Incorporation of Architects in Scotland (RIAS) or
- (b) someone who has not less than 5 years experience of such work
- (c) any other person delegated by **You** to execute such work provided always that:
  - (i) supervision of such work is by a person qualified in accordance with a) or b)
  - (ii) **We** have given **Our** written consent.

#### **22. Terrorism**

Loss, damage, consequential loss, cost or expense directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:

- (a) any act or preparation in respect of action or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group whether acting alone or on behalf of or in connection with any organisation or government de jure or de facto and which:
  - (i) involves violence against one or more persons
  - (ii) involves damage to property
  - (iii) endangers life other than that of the person committing the action

- (iv) creates a risk to health or safety of the public or a section of the public
- (v) is designed to interfere with or to disrupt an electronic system
- (b) any action in controlling, preventing, suppressing, retaliating against or responding to any act or preparation in respect of action or threat of action described in a) above.

In any action or suit or other proceedings where **We** allege that by reason of this exclusion cover is not provided under this policy the burden of proving that cover is provided under this policy will be upon **You**.

### **23. Trading Losses**

Liability arising out of any trading loss or liability incurred by **You** including loss of any business or custom.

### **24. Virus or Similar Mechanism, Hacking or Denial of Service Attack**

Liability arising out of:

- (a) program code, programming instruction or any set of instructions intentionally constructed with the ability to damage, interfere with or otherwise adversely affect computer programs, data files or operations whether involving self-replication or not including but not limited to trojan horses, worms and logic bombs
- (b) unauthorised access to any computer or other equipment or component or system or item which processes, stores, transmits, retrieves or receives data
- (c) any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability of networks, network services, network connectivity or information systems including but not limited to the generation of excess network traffic into network addresses, the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks.

## Section 4 – Provisions

### 1. Arbitration and Difference in Conditions

This policy is designed to provide the minimum insurance requirements of the Society of Chartered Surveyors and the Royal Institution of Chartered Surveyors in accordance with the approved policy wording which for the purposes of this clause will mean the Royal Institution of Chartered Surveyors' approved minimum professional indemnity insurance wording for members in force at the commencement or renewal date of any policy the current copy of which can be obtained on application to the Society of Chartered Surveyors and the Royal Institution of Chartered Surveyors. The cover provided by this policy will be no less favourable to the Society of Chartered Surveyors and **You** than the approved policy wording.

Provided always that liability for a claim has been admitted any dispute as to the amount to be paid will be referred to an arbitrator who will be appointed by the parties in accordance with the statutory provisions in force at the time and the making of an award will be a condition precedent to any right of action against **Us**.

Any dispute between **You** and **Us**:

- (a) as to the correct interpretation of the definition of the business under this policy
- (b) regarding the application of condition 4
- (c) as to whether the cover under this policy is in any respect less favourable than the approved policy wording

will be referred by either party for arbitration in accordance with the law and procedure of Ireland to any person nominated by the President for the time being of the Society of Chartered Surveyors and the Royal Institution of Chartered Surveyors whose decision will be binding on both parties.

### 2. Discharge of Liability

**We** may at any time pay the maximum amount payable under this policy after deduction of any sum already paid or any lower amount for which any claim can be settled and then relinquish the conduct and control and be under no further liability in respect of the claim except for the payment of **Costs and Expenses** incurred with **Our** written consent prior to the date of such payment.

### 3. Joint Liabilities

If **You** comprise more than one party **We** will indemnify each party as though a separate policy had been issued to each of them provided always that the total amount of indemnity to all such parties will not exceed the amount payable if **You** comprised only one party and in any event will not exceed the limit of indemnity stated in the schedule.

### 4. Limit of Indemnity

The limit of indemnity stated in the schedule is **Our** monetary limit and applies to any one claim. Two or more claims arising out of one act, error or omission or a series of related acts, errors or omissions consequent upon or attributable to one source or original cause will be treated as a single claim and will be subject to one limit of indemnity and **Excess**. All such claims will be considered first made on the date on which the earliest claim is first made.

Where **You** become liable to pay a sum in **Excess** of the amount of indemnity available under this policy **We** will pay only the proportion of any **Costs and Expenses** that the available amount of indemnity bears to **Your** total liability.

### 5. Senior Counsel

**You** will not be required to contest any legal proceedings unless a Senior Counsel or similar authority agreed upon by **You** and **Us** advises that on the facts of the case concerned such claim could be contested with a reasonable prospect of success.

## Section 5 – Conditions

### 1. Claims Procedures

#### (a) Your Responsibilities

It is agreed that:

- (i) on the happening of any circumstance which could reasonably be expected to give rise to a claim or on receiving verbal or written notice of any claim **You** will:
  - as soon as reasonably possible give notice to **Us** in writing; and
  - as soon as reasonably possible forward to **Us** any notice of prosecution, inquest or fatal inquiry and every letter, claim, writ or summons issued against **You**; and
  - take action to minimise the loss or damage and to avoid interruption or interference with the **Business** and to prevent further damage or injury; and
  - at **Your** own expense and as soon as reasonably possible supply full details of the claim in writing to **Us** together with any evidence and information that may be reasonably required by **Us** for the purpose of investigating or verifying the claim
- (ii) no settlement, admission of liability, payment or promise of payment will be made to a third party without **Our** written consent.

#### (b) Our Rights:

**We** will:

- (i) be entitled to take over the defence or settlement including the appointment of legal counsel for any claim made against **You** or any person entitled to indemnity under this policy and **You** will give all assistance as may be reasonably required by **Us**; and
- (ii) be entitled to take the benefit of any of **Your** rights against any other party before or after **You** have received indemnification under this policy and **You** will give all assistance as may be reasonably required by **Us**; and
- (iii) treat any circumstances which might give rise to a claim notified during the period of insurance which subsequently gives rise to a claim after the expiry date as a claim first made during the period of insurance.

### 2. Contractual Right of Renewal (Tacit)

If **You** pay the premium using **Our** direct debit instalment scheme **We** will have the right which **We** may choose not to exercise to renew this policy each year and continue to collect premiums using this method. **We** may vary the terms and conditions of this policy including the premium at renewal. If **You** do not wish to renew this policy **You** or **Your** insurance intermediary must notify **Us** prior to the next renewal date.

### 3. Fraud

If any claim is in any respect fraudulent or if any fraudulent means be used by **You** or anyone acting on **Your** behalf to obtain any benefit under this policy or if any loss, damage or injury be occasioned by **Your** wilful act or with **Your** connivance all benefit under this policy will be forfeited.

### 4. Non-Disclosure

In the event of misrepresentation, misdescription or non-disclosure:

- (a) of any material particular at the inception of this policy or from the time of any variation in cover including at renewal **We** may at **Our** discretion waive **Our** right to avoid this policy but exclude the consequences of any matter which ought to have been disclosed to **Us**
- (b) at the time of any variation in cover or at renewal **We** will waive **Our** right to avoid this policy provided always that:
  - (i) **You** are able to establish to **Our** satisfaction that such misrepresentation, misdescription or non-disclosure was innocent and free from any fraudulent conduct or intent to deceive
  - (ii) where **You** should have notified during a preceding period any claim or circumstance which could give rise to a claim or an entitlement under this policy and the indemnity or cover to which **You** would have been entitled was in any way more restrictive than that provided at the date of notification **We** will only be liable to the extent applicable during such preceding period of insurance

- (iii) where in **Our** opinion **You** have prejudiced the handling or any settlement of any claim the amount payable in respect of such claim including **Costs and Expenses** will be reduced to such an amount as in **Our** opinion would have been payable in the absence of such prejudice.

Provided always that for the purposes of this condition renewal shall mean a renewal of any immediately preceding professional indemnity insurance policy issued by Us under which You were entitled to indemnity.

- **We** will be entitled to adjust the premium and the terms and conditions to those which would have applied had the circumstances of the misrepresentation, misdescription or non-disclosure been disclosed
- for the purposes of this condition renewal shall mean a renewal of any immediately preceding professional indemnity insurance policy issued by **Us** under which **You** were entitled to indemnity.

#### **5. Duty to comply with policy conditions**

The due observance and fulfilment of the terms and conditions of this policy by **You** in so far as they relate to anything to be done or complied with by **You** will be a condition precedent to **Our** liability to make any payment under this policy.

#### **6. Other Insurances**

If at the time of any occurrence giving rise to a claim there is any other insurance effected by or on behalf of **You** providing an indemnity in respect of such claim **Our** liability will be limited to its rateable proportion. If any other insurance is subject to any provision whereby it is excluded from ranking concurrently with this policy in whole or in part or from contributing proportionally **Our** liability under this policy will be limited to any **Excess** beyond the amount which would be payable under such other insurance had this policy not been effected.

#### **7. Payment by Instalments**

Where **You** have agreed under a separate credit agreement to pay the premium by instalments, any default in payment on the due date will automatically terminate the policy cover immediately from the date of such default.

#### **8. Reasonable Care**

**You** will comply with all regulations imposed by any competent authority and take all reasonable precautions to prevent or minimise claims being made against **You**.

#### **9. Sole Agent**

It is agreed that

- (a) if more than one person, company or entity forms **You** the person, company or entity set out as **You** in the schedule will act for itself and be deemed to act as sole agent for every other person, company or entity forming part of **You** and all insured persons, companies or entities are deemed to have consented and agreed that rights of action under this policy are not assignable except with **Our** prior written consent
- (b) **You** have the sole right to file notice or proof of loss or make a claim, adjust, receive or enforce payment of any loss
- (c) payment of any loss to **You** will fully release **Us** in respect of such loss. If **We** agree to make payment to an insured other than **You** such payment will be deemed to have been made to **You**
- (d) **You** have the sole right to bring legal proceedings arising under or in connection with this policy
- (e) knowledge possessed or discovery made by any person, company or entity forming part of **You** or by any business partner, director or officer, departmental head or other senior manager or the equivalent thereof will be deemed to constitute knowledge possessed or discovery made by all other persons, companies or other entities forming part of **You**.

#### **10. Stamp Duty**

Stamp Duty has been paid or will be paid to the Revenue Commissioners in accordance with the provisions of Section 5 of the Stamp Duties Consolidation Act 1999 or any subsequent amending legislation.

#### **11. Insurance Act 1936**

All monies which become or may become due and payable by **Us** under this policy shall in accordance with Section 93 of the Insurance Act 1936 be payable and paid in Ireland.

#### **12. Currency**

It is understood and agreed that the currency of all premiums sums insured indemnities and excesses shown in the schedule of this policy or any renewal notice or endorsement relating thereto are deemed to be Euro.

## Customer Information

### **Law Applicable to this Contract**

The Insurer with which your contract is concluded is Zurich Insurance plc which is established in Ireland. Under the relevant European and Irish Legal Provisions, the parties to this contract of insurance are free to choose the law applicable to the contract. This contract is governed by Irish Law.



## Complaints Procedure

At Zurich, we care about our customers and believe in building long-term relationships by providing quality products combined with a high standard of service. If it should happen that you have cause for complaint, either in relation to your policy or any aspect regarding the standard of our service, please see the steps outlined below.

- If you have arranged your policy with Zurich through a Broker, you should firstly direct your complaint to the Broker with whom you arranged your policy.
- If the matter remains unresolved to your satisfaction you can contact Zurich at (01) 6670666 or alternatively you can write to the Customer Service Co-ordinator at Zurich Insurance, PO Box 78, Wexford, or by email to [customer-care@zurich.ie](mailto:customer-care@zurich.ie).
- If the complaint is still not resolved to your satisfaction, you can write to the Chief Executive Officer at the aforementioned address, or alternatively you may wish to contact:
  - (i) Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29. Telephone: (01) 567 7000. Email: [info@fspo.ie](mailto:info@fspo.ie). Website: [www.fspo.ie](http://www.fspo.ie).
  - (ii) The Central Bank of Ireland, P.O. Box 559, Dublin 1. Lo-Call: 1890 77 77 77 or +353 (0) 1 224 5800.
  - (iii) Insurance Ireland, First Floor, 5 Harbourmaster Place, IFSC, Dublin 1. Telephone: (01) 676 1914.

Your right to take legal action is not affected by following any of the above procedures.

# Data Protection

Zurich Insurance plc ('Zurich', 'we', 'our', 'us') is a member of the Zurich Insurance Group ('the Group'). Zurich is the data controller for this contract under data protection legislation.

For the purpose of this section, 'you' or 'your' shall mean, you, the policyholder, or any other person entitled to indemnity under this policy of insurance.

## About this section

Everyone has rights with regard to the way in which their personal data is handled. During the course of our business activities, we will collect, store and process personal data about you. The purpose of this section is to give you some information about the collection and processing of your personal data. Further information can be obtained in our Privacy Policy which is available at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy).

## The Data we collect

Where appropriate, we may collect the following personal data ('Data') from and/or about you:

- **Contact and identifying information** such as title, name, address, email address, telephone number, date and place of birth, gender, marital status, PPS number, VAT number, country of residence, and photographic identification.
- **Financial information** such as bank account details, credit/debit card details and income details.
- **Employment and qualification details** such as occupation, job position, employment and education history.
- **Medical and health details** including information related to personal habits (such as smoking or consumption of alcohol), medical history, details of any disability, injuries sustained and prognosis for recovery.
- **Other sensitive information** such as details of any criminal convictions and offences (including penalty points), civil litigation history as well as pending prosecutions. We may also, in certain cases, receive sensitive information from which it may be possible to infer your trade union membership, religious or political beliefs (for example, if you are a member of a group scheme through a professional, trade, religious, community or political organisation).
- **Information pertaining to the risk insured** such as description of the risk, value of the risk, location of the risk and claims history.
- **Claims data** such as details of the circumstances of any incident giving rise to a claim under this policy, details of activities carried out following any such incident, details of any other claims that you have made, as well as financial, medical, health and other lawfully obtained information relevant to your claim including social welfare information.

The above list covers the main data types collected by Zurich. For further information please see our Privacy Policy at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy).

We require this Data in order to manage and administer our relationship with you, evaluate the risk and assess the premium to be paid, validate and settle any claims, bring and/or defend legal proceedings, prevent, detect and investigate fraud, and in order to generally take any steps required to fulfil our contract with you/ comply with our legal obligations.

**Note:** If you provide us with Data relating to another person you must first: (a) inform that person about the content of our Privacy Policy and (b) obtain any legally required consent from that person to the sharing of their Data in this manner.

## Data collected from third parties

We may collect Data from third parties if you engage with us through a third party, for example through a broker or, in the case of a group scheme, through your employer. We may also obtain Data from other third parties such as financial institutions, claims service providers (including private investigators) and insurance industry and government bodies for the purposes described above.

## What we do with your Data

We may use, process and store the Data for the following purposes:

- Assessing which insurance products are appropriate for you, risk evaluation, premium setting, policy quotation, premium collection, policy administration, policy renewal, claims assessment, claims processing, claims payment, bringing and/or defending legal proceedings, recovering debt, marketing, survey purposes, statistical analysis, preventing, detecting and investigating fraud, as well as generally taking any steps in order to fulfil our contract with you and comply with our legal obligations.

In order to prevent and detect fraud as well as the non-disclosure of relevant information, Zurich may at any time:

- Share information about you with companies within the Group as well as other organisations outside the Group including, where appropriate, private investigators and law enforcement agencies.
- Check your details with fraud prevention agencies, as well as against databases and other sources of information. Below is a sample of the databases/sources used:
  - the insurance industry claims database known as InsuranceLink maintained by Insurance Ireland (for more information see [www.inslink.ie](http://www.inslink.ie))
  - the Integrated Information Data Service ('IIDS') which allows members of Insurance Ireland to verify information including penalty points and no-claims discount information provided by their customers
  - the National Vehicle and Driver File, maintained and supported by the Department of Transport, Tourism and Sport, containing details of all registered vehicles in the State
  - Motor Insurance Anti-Fraud and Theft Register (MIAFTR) operated by the Association of British Insurers in the UK to log all insurance claims relating to written-off and stolen vehicles in the UK
  - the Companies Registration Office

The above list is not intended to be exhaustive (please see our Privacy Policy for more information).

In addition, we may check the Data you have provided against international/economic or financial sanctions laws or regulated listings to comply with legal obligations or otherwise to protect our legitimate business interests and/or the legitimate interests of others.

#### **Sharing of Data**

We may share your Data (where appropriate/applicable) as follows:

- With business partners, suppliers, sub-contractors and agents with whom we work and/or engage (including, but not limited to, tied agents, managing general agents, auditors, legal firms, medical professionals, cloud service providers, private investigators, third-party claim administrators and outsourced service providers) to assist us in carrying out business activities which are in our legitimate business interests and where such interests are not overridden by your interests.
- With other companies in the Group, partners of the Group, coinsurance and reinsurance companies located in Ireland and abroad, including outside the European Economic Area ('EEA'). Where transfers take place outside the EEA, we ensure that they are undertaken lawfully and pursuant to appropriate safeguards.
- With other insurers and/or their agents.
- With any intermediary or third party acting for you.
- In order to comply with our legal obligations, a Court Order or to cooperate with State and regulatory bodies (such as the Revenue Commissioners or the Central Bank of Ireland), as well as with relevant government departments and agencies (including law enforcement agencies).
- On the sale, transfer or reorganisation of our or our Group's business (or any part of it).

For further information regarding the third parties that we may share Data with, please see our Privacy Policy at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy).

In addition, information about claims (whether by our customers or third-parties) is collected by us when a claim is made under a policy and placed on InsuranceLink. This information may be shared with other insurance companies, self-insurers or statutory authorities.

The purpose of InsuranceLink is to help us identify incorrect information and fraudulent claims and, therefore, to protect customers. Under data protection legislation you have a right to know what information about you and your previous claims is held on InsuranceLink. If you wish to exercise this right then please contact us at the address below.

Finally, where you have consented to our doing so, we may share information that you provide to companies within the Group and with other companies that we establish commercial links with so we and they may contact you (by email, SMS, telephone or other appropriate means) in order to tell you about carefully selected products, services or offers that we believe will be of interest to you.

### **Data Retention**

The time periods for which we retain your Data depend on the purposes for which we use it. We will keep your Data for no longer than is required or legally permitted. Please see our Data Retention Policy at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy).

### **Automated Decision Making and Profiling**

You have a right not to be subjected to decisions based solely on automated processing, including profiling, which produce legal effects concerning you or similarly significantly affects you other than where the decision is:

1. Necessary for entering into a contract, or for performing a contract with you (e.g. your policy of insurance);
2. Based on your explicit consent – which you may withdraw at any time; or
3. Is authorized by EU or Member State law.

Where we base a decision on solely automated decision-making, you will always be entitled to have a person review the decision so that you can contest it and put your point of view and circumstances forward.

### **Data subject rights**

You have the following rights in relation to your Data which is held by us:

1. To ask for details of your Data held by us.
2. To ask for a copy of your Data.
3. To have any inaccurate or misleading Data rectified.
4. To have your Data erased.
5. To restrict the processing of your Data in certain circumstances.
6. To object to the processing of your Data.
7. To transfer your Data to a third party.
8. A right not to be subject to automated decision making.
9. The right to receive notification of a Data breach.
10. Where processing is based on consent, the right to withdraw such consent.
11. The right to lodge a complaint to the Data Protection Commission.

However, these rights may not be exercised in certain circumstances, such as when the processing of your Data is necessary to comply with a legal obligation or for the exercise or defence of legal claims. If you wish to exercise any of your rights in this regard a request must be submitted in writing to our Data Protection Officer (see contact details below). In order to protect your privacy, you may be asked to provide suitable proof of identification before we can process your request.

### **Privacy Policy**

Please note that this Data Protection section is not a standalone section. It contains a brief description of the information you need to understand how your Data is used by us and should be reviewed in conjunction with our Privacy Policy which is available online at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy).

If you have any questions about your Data, you can contact our Data Protection Officer, using the contact details below.

- **Zurich Customer Services on 053 915 7775**
- **dataprotectionofficer@zurich.ie**
- **Data Protection Officer, Zurich Insurance plc, FREEPOST, Zurich Insurance, PO Box 78, Wexford, Ireland.**







**Zurich Insurance plc**  
Zurich House, Ballsbridge Park, Dublin 4, Ireland.  
Telephone: 01 667 0666 Fax: 01 667 0644  
Website: [www.zurich.ie](http://www.zurich.ie)

Zurich Insurance plc is regulated by the  
Central Bank of Ireland.

