

The complaint

Mr D is unhappy about how The Society of Lloyds has handled his personal data when dealing with his insurance claim.

What happened

Mr D made a claim under the policy in 2020. He provided his bank details to Lloyds loss adjusters B as part of the claim process so that he could receive payment.

Mr D has raised a complaint that his bank details have been shared by the insurance company.

One of our investigators has looked into Mr D's complaint and she thought that bank details were shared and used only for complaint administration and there was no evidence of disclosure to an inappropriate party, use for unrelated purposes, or handled insecurely.

Mr D disagreed with our investigators view, and so the case has come to me to review.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

It's helpful for me to first explain that we aren't able to consider whether there has been a breach of the GDPR. Only the Information Commissioner's Office and the courts can rule on whether there has been a breach of any of the data protection provisions and GDPR. As an informal dispute resolution service, our remit is to resolve complaints about financial services. The rules which govern us only enable us to look at complaints that relate to "an act or omission by a firm carrying on the activity of administering or failing to administer a service in relation to that activity."

In this situation, Mr D is complaining about Lloyd's actions when they were handling his data as part of his insurance claim, and so I'm satisfied that I have the jurisdiction to look into Mr D's complaint.

I've then thought about Mr D's complaint – which is that Lloyds mishandled his data – specifically his bank details - by sharing it without consent.

Mr D is a leaseholder in a building for which Lloyds provide insurance to the managing housing association. Mr D is a beneficiary of that policy as a leaseholder.

The policy – which Mr D has a copy of - sets out how personal data will be stored, handled and recorded. Specifically, it says that in order to administer any claims that arise, the insurer may need to collect personal or sensitive data. It confirms that all data collected will be stored securely in compliance with the Data Protection Act 1998. It will be stored electronically and used for administration, data assessment, research and statistical purposes and crime prevention. It also confirms that it may be disclosed to:

- The insurer's members, agents or service providers
- Other insurance entities interested in the risk under the policy
- Credit reference and fraud databases
- Law enforcement and statutory bodies

Lloyds have confirmed that Mr D's details have been shared with loss adjusters as agents of the insurer under the above provision. As the policy allows them to do this, I can't say that Lloyds have done anything wrong here.

I can also see that on two occasions in 2021, Mr D shared his bank details with B (Lloyds loss adjusters) himself by email, so it was reasonable for them to hold those details for claim related purposes.

As far as I can see, Lloyds and their agents have handled Mr D's data fairly and reasonably in connection with the administration of his claim. I've not seen any evidence that Mr D's account details were shared with any inappropriate party, used for unrelated purposes, or stored insecurely.

And so, I'm not able to uphold Mr D's complaint.

My final decision

My decision is that I'm not upholding Mr D's complaint about The Society of Lloyds.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr D to accept or reject my decision before 9 April 2026.

Joanne Ward
Ombudsman