



DRAGONPASS
PREMIER+

Welcome to the **Airport Lounge**
benefit provided to **You** by
Assurant and **DragonPass**.

Please read the following carefully as this will give You information about what is provided as part of this Membership.



DRAGONPASS PREMIER+

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The following Terms and Conditions only apply to those who hold either Barclays Avios Rewards or Barclaycard Avios Plus or both. Please read the following carefully as this will give You information about what is provided as part of this Membership and any Airport Services you purchase or receive through your Membership.

These Terms are separate from Travel Plus Pack. For those that also hold Travel Plus Pack with Barclays, please ensure that you refer to the specific set of Terms and Conditions written for that product.

Definitions

Words or expressions that have a particular meaning, (as defined in this section) shall have the same meaning wherever they may appear in the Terms and Conditions.

- “Airport Services” means the airport lounge access benefits made available by Assurant, which includes access to airport lounges, discounts and vouchers for selected airport restaurants and access to discounted treatments at selected spas and nail bars at participating airport outlets
- “App” means the DragonPass Premier+ App
- “Barclays” means Barclays Bank UK PLC
- “DragonPass” means Assurant’s partner company who provide these Airport Services in connection with your Membership
- “Membership” means being a member of DragonPass which provides the benefits listed below and allows access to the Airport Services
- “Pass(es)” means entry to an airport lounge; or one spa/nail bar treatment; or one redemption of a restaurant voucher. Passes will need to be purchased on a Pay As You Go basis
- “Qualifying Account” means either Barclays Avios Rewards or Barclaycard Avios Plus with Barclays
- “Qualifying Dual Reward customer” means that You hold both Barclays Avios Rewards AND Barclaycard Avios Plus with Barclays and are eligible for the Dual Avios Reward
- “Third-Party Organisations” means the third parties who operate the Airport Lounges, Restaurants, Spas and Nail bars which You have access to under Your Membership
- “We”, “Us” or “Our” means Assurant
- “Website” means barclays.dragonpasspremierplus.com
- “You”, “Your” means the Qualifying Account holder(s)

1. How to access Your benefits

To access and make the most of Your Membership benefit, We encourage You to create an account via the DragonPass Premier+ App or, online at barclays.dragonpasspremierplus.com. There You can view all of the benefits listed above, get the most up to date information as well as manage Your membership digitally. You will have one Membership ID that covers Barclays Avios Rewards and/or Barclaycard Avios Plus so your Membership ID will remain the same throughout your Membership. The DragonPass Premier+ App can be downloaded from the Google Play or Apple App Stores.

This App provides access to a digital membership card, which will be required to enter the lounges and make use of all the other Airport Services within your Membership. However, a physical membership card can also be requested by contacting our Customer Service team on 0333 220 5599* or via email at Support@dragonpasspremierplus.com and this will be delivered within 5 – 7 working days.



2. Key App Features

- Access to a digital membership card.
- Ability to search for Lounges, Restaurants and Spas, where they are located and what they have to offer.
- 'Membership' provides information on where Passes have been used, when Your renewal date is and also, the ability to purchase additional Passes for continued access.
- Pre-book Your lounge entry at least 72 hours in advance for a small fee per person per visit.
- Biometric login for ease of access to Your online account. Utilise the FaceID or TouchID functionality after first time login for a simpler sign in process in the future.
- Geo-location functionality in order to discover the benefits 'near me'.



3. Airport Lounge Membership (Qualifying Account Holders)

Welcome to the Airport Lounge Membership benefit provided to You by Assurant¹ and DragonPass². These Terms explain how you can access the Airport Services and Airport Lounge Pass benefits and are separate and in addition to your agreement(s) with Barclays.

¹ Assurant is a trading name of Lifestyle Services Group Limited (Company registration number 5114385) whose address is Emerald Buildings, Westmere Drive, Crewe CW1 6UN

² DragonPass International Limited (Company registration number 8643888) whose registered office is at 173A Ashley Road, Hale, Cheshire WA15 9SD

Benefits included with Your Membership

- Over 1000+ Airport Lounges available worldwide, by purchasing access for You & Your guests on a Pay AsYou Go basis at a discounted rate.
- Pre-Book into certain Airport Lounges for a small fee per person per visit. Please see section 5.3 (Airport Lounge Access & Pre-Booking) for more information.
- Discounts & Vouchers at selected Airport Restaurants across the world. Please see section 5.5 (Restaurant Discounts) & 5.6 (Restaurant Vouchers) for more information.
- Enjoy discounted rates on a variety of Spa treatments at selected Airport Spas & Nail Bars. Please see section 5.4 (Spa & Nail Bars) for more information.
- Customer support via 0333 220 5599* or via Support@dragonpasspremierplus.com between the hours of 6am – 10pm Monday – Sunday. Support outside of these hours can be found in our FAQs which are located within the Barclays.dragonpasspremierplus.com Website and the DragonPass Premier+ App.

Membership

- 3.1 Your Membership commences on the date that You open Your Qualifying Account and continues until the account is closed.
- 3.2 You will receive a welcome email from DragonPass Premier+ that will display Your unique membership number that can be used to create Your digital membership via the App. Once logged in, You will have the ability to use all of the features listed above in the 'Key App Features' section. If You would prefer to have a physical Membership card, it can be ordered by contacting Our Customer Service team on 0333 220 5599* or via Support@dragonpasspremierplus.com between the hours of 6am – 10pm Monday – Sunday. The card will take 5 – 7 working days to be delivered and will be pre-activated and ready to use immediately.
- 3.3 You will be able to purchase Passes for a discounted rate to access the Airport Services under Your Membership. You can do this via the App (DragonPass Premier+), the Website (barclays.dragonpasspremierplus.com), by calling Us on 0333 220 5599*, or displaying Your Membership card at the lounge on arrival after registering a payment card to Your Membership. Information regarding the prices will be stated throughout the process as these can be subject to change.
- 3.4 The Passes that You purchase, can be used by You and Your accompanying guests with 1 Pass being used for each person, e.g. access to a participating airport lounge for You, Your partner and 2 children would require You to purchase 4 Passes, or redeeming a restaurant voucher would require You to purchase 1 Pass for 1 voucher to redeem at selected restaurants.
- 3.5 Should You close Your Qualifying Account, Your Airport Lounge Membership will be automatically cancelled. Any Passes which You have purchased and any pre-bookings which You paid for will be cancelled and refunded automatically and You will receive email confirmation (from DragonPass) of when this has been done. If You want to check the progress of Your refund, You can do so by contacting Our customer service team on 0333 220 5599* or Support@dragonpasspremierplus.com. Section 4.3 (Airport Lounge Access + Pre-Booking) below explains



the conditions that need to be met in order to be eligible for a refund on Pre-Bookings.

- 3.6 The Membership is a benefit provided by Assurant and DragonPass in connection with Your Qualifying Account and Your Membership continues until You close the Qualifying Account. If You stop holding the Qualifying Account, You will not be entitled to any cash equivalents.
- 3.7 If You change Your name, You must tell Barclays as soon as possible and before You next use Your Membership card. Please allow up to 72 working hours for name changes to take effect with Us. The name on Your boarding pass must match the name on Your Qualifying Account and the name on Your Membership card for travel purposes. If the name on Your boarding pass is different from the name which is registered for Your Qualifying Account, please contact us before You use Your Membership card. You can contact Us on 0333 220 5599* or via email at Support@dragonpasspremierplus.com.
- 3.8 You must tell Us as soon as possible if You lose Your physical Membership card or cannot access Your digital Membership card via the DragonPass Premier+ App or [barclays.com](https://www.barclays.com) Website, by contacting Us on 0333 220 5599* or Support@dragonpasspremierplus.com.

4. Airport Lounge Passes (Qualifying Dual Reward Customers)

If you are a Qualifying Dual Reward customer, you will receive the Dual Reward Benefit set out below.

Dual Reward Benefit

- Enjoy complimentary Passes, per renewal year which can be used for access to 1000+ Airport Lounges across the DragonPass network.
- Purchase additional Passes for You and Your guests at a discounted rate once Your complimentary Passes have been used.

Please see "Dual Reward Benefit" below for additional information.

- Customer support via 0333 220 5599* or via support@dragonpasspremierplus.com between the hours of 6am – 10pm Monday – Sunday. Support outside of these hours can be found in our FAQs which are located with the [Barclays.dragonpasspremierplus.com](https://www.barclays.com) Website and DragonPass Premier+ App.

This benefit is in addition to the Airport Lounge Membership above.

Dual Reward Benefit

- 4.1 Your Dual Reward Benefit commences on the date You become a Qualifying Dual Reward customer and continues until You close one of Your Qualifying Accounts, when the Dual Reward Benefit will be automatically cancelled.
- 4.2 Your complimentary lounge Passes will automatically renew each year on the anniversary date that You became a Qualifying Dual Reward customer and Your Membership number/ID will remain the same. You'll receive a fixed number of complimentary Passes each year that you remain a Qualifying Dual Reward Customer. Barclays will tell you how many complimentary Passes you are entitled to when you become a Qualifying Dual Reward Customer and then at the start of each year that you remain as one. Complimentary Passes can be used for airport lounge access, guest entry and redemption of restaurant vouchers and spa treatments. Unused Passes have no cash or monetary value and cannot be carried over into another membership year.
- 4.3 You can purchase additional Passes, over and above Your complimentary Passes, for a discounted



rate via the App (DragonPass Premier+), the Website (barclays.dragonpasspremierplus.com) or by calling Us on 0333 220 5599*, after you have registered a payment card to Your Membership. Information regarding the prices will be stated throughout the process as these can be subject to change.

- 4.4 Your complimentary Passes, along with any additional Passes You purchase, can be used by You and Your accompanying guests with 1 Pass being used for each person, e.g. access to a participating airport lounge for You, Your partner would require 2 Passes to be used, or redeeming a restaurant voucher would use up 1 Pass at selected restaurants.
- 4.5 Should You close one of Your Qualifying Accounts and no longer be a Qualifying Dual Reward customer, You'll no longer be entitled to any of the complimentary Airport Lounge Passes and any bookings that have been made using the complimentary Passes but not yet fulfilled will be cancelled with the pre-booking fee refunded. However, any additional Passes which You have purchased and any pre-booking fee(s) which You may have paid for in full whilst holding the Dual Reward Benefit will not be affected, unless You choose to have the additional Passes removed or cancel the pre-booking. Section 5.3 (Airport Lounge Access + Pre Booking) below explains the conditions that need to be met in order to be eligible for a refund on Pre Bookings.
- 4.6 The Dual Reward Benefit is a benefit provided by Assurant and DragonPass in connection with your status as a Qualifying Dual Reward customer. If You stop being a Qualifying Dual Reward customer, You will not be entitled to any cash equivalents.

5. Terms and Conditions

5.1 Introduction

- 5.11 In this introduction We have set out the conditions which deal with the features of Your Membership that We would particularly like to bring to Your attention. Please read all of the Terms and Conditions carefully because We will rely on all of them in Our dealings with You.
- 5.12 Your Membership applies to participating airport lounges, restaurants, spas and nail bars and access to the benefits and facilities is at all times subject to availability. We reserve the right to include and withdraw airport lounges, restaurants, spas and nail bars from Your Membership entirely at Our discretion and without notice. We cannot accept any liability in the event that an airport lounge, restaurant, spa or nail bar is full or already reserved/allocated and can't provide You with access unless You have pre-booked.
- 5.13 To gain access to participating airport lounges, restaurants, spas and nail bars and the discounts, vouchers and offers available under Your Membership You must show Your boarding pass along with Your valid digital membership card which can be found under 'Membership' within the App or Website, or Your physical card. Please note, for discounts, vouchers and offers available, You will either need to show the QR code or provide the facility with the redeemable code which can be obtained via Your online account on the App or Website.
- 5.14 The number of guests permitted varies from lounge to lounge as does the policy of individual lounges regarding access for children. Please check the App, Website or call Us on 0333 220 5599* for information on the individual lounges that You plan to use prior to travelling to determine their policy on guests and children.
- 5.15 At busy times airport lounges may be at their full capacity and unable to accept more guests. Some lounges also reserve and/or pre-allocate a limited amount of space for pre-booked entry, this means that unless You have pre-booked the lounge and arrive at the correct time, You may be refused access on the basis of a lack of capacity even if the lounge doesn't look full. Neither We, nor DragonPass have any control over the decision of individual airport lounges whether to admit any individual. Please refer to section 4.3 (Lounge Access & Pre-Booking) for more information regarding admission for pre-bookings.



If You or any member of Your party has any medical conditions or disability which may affect Your access to an airport lounge, We recommend that You check with the individual lounge directly prior to travelling to see whether they can facilitate any special requirements You may have. We regret that We can't accept liability in the event an airport lounge is unable to facilitate special requirements.



5.2 Your Membership

- 5.2.1. The Membership is provided by Assurant in partnership with DragonPass. Barclays is not responsible for the operation and running of the Membership, the participating airport lounges, restaurants, spas or nail bars or any of the connected services, vouchers or offers.
- 5.2.2. These Terms and Conditions govern Your use of the Membership and the relationship between You, Us and DragonPass.
- 5.2.3. To activate Your Membership online, You must register via the DragonPass Premier+ App on Your mobile phone or online via the [barclays.dragonpasspremierplus.com](https://www.barclays.dragonpasspremierplus.com) Website. The name which You use to register must match Your bank details and Your boarding pass for travel purposes. If the name on Your boarding pass is different from the name which is registered for Your Qualifying Account, please contact Us before You use Your membership card. You can contact Us on 0333 220 5599* or via email at Support@dragonpasspremierplus.com.
- 5.2.4. When You use the App or Website, You will also be subject to its Terms of Use and Privacy, Accessibility and Cookie Notices all of which can be found on the Website or App, as applicable. Please note, the Membership is designed to be a digital service via the App or Website. If You don't download the App and use the physical Membership card only, this may mean You don't have access to all the discounts, offers and information regarding lounges, restaurants and spas that are available under Your Membership. If You are unable to access the App and/or Website, Our Customer Service team will be able to assist You as much as they can, but some products are only available via the App or Website.
- 5.2.5. The Airport Services are operated by Third-Party Organisations and it's Your responsibility to check a Third-Party Organisation's opening hours and access restrictions before You use the Airport Service. We cannot be liable for any loss or damage You suffer if You fail to comply with the Third-Party Organisations' terms and conditions.
- 5.2.6. All users of the Airport Services are expected to conduct themselves in an orderly and acceptable manner and should not disrupt the enjoyment of other users. If in the opinion of any member of staff or other representative of a Third-Party Organisation, Your behaviour or that of any member of Your party is causing or likely to cause distress, danger or offence to anyone else or damage to property, they shall be entitled to ask You to leave. In those circumstances We will have no liability to You, and You won't be entitled to any reimbursement of Your Passes and/or any monetary value incurred under Your Membership.
- 5.2.7. Our responsibility to You is to use reasonable skill and care in selecting Our Third-Party Organisations. Assurant, DragonPass and Barclays are not liable to You or any third party for any losses of any nature incurred by You/them in relation to the standard, quality or provision of service or products by the Third-Party Organisations or their employees or agents; Your own acts or omissions or the acts of other users of the Airport Services.
- 5.2.8. Nothing in these Terms and Conditions does, nor is intended to, exclude or limit Our liability for death or personal injury resulting from Our negligence; fraudulent misrepresentation; or any other liability which can't be excluded under applicable law.
- 5.2.9. If You have any complaints or feedback about the standard, quality or provision of any of the Airport Services, You should contact the relevant Third-Party Organisation directly. If they can't satisfactorily resolve Your complaint, You can contact Us on 0333 220 5599* (lines open 24 hours a day, 7 days a week), by email to Support@dragonpasspremierplus.com, or You can write to Us at:

DragonPass Premier+ Airport Lounge Access, c/o Assurant, PO Box 98 Blyth, NE24 9DL



5.3 Airport Lounge Access & Pre-Booking

- 5.3.1 Participating airport lounge staff will record Your details and communicate them to DragonPass. This information will be used for record keeping, tracking usage and billing purposes, where appropriate. To view a list of participating lounges please visit the DragonPass Premier+ App or the Barclays.dragonpasspremierplus.com Website. Please note that the participating lounges available can change without notice so please check before You travel.
- 5.3.2 Please note that any food and drink, including alcoholic drinks, provided as part of Your airport lounge visit are only for consumption in the airport lounge and are not to be taken out of the lounge. We recommend that You contact the individual lounge in advance of Your travel if You or any member of Your party has any dietary requirements.
- 5.3.3 It's Your responsibility to ensure You and Your guests arrive at the departure gate on time and board Your flight in good time. There is no obligation on the lounges to provide flight information or announcements.
- 5.3.4 Certain airport lounges can be pre-booked for a small fee per person per visit via the DragonPass Premier+ App or the barclays.dragonpasspremierplus.com Website. Information regarding the price will be stated throughout the process as this can be subject to change.
- 5.3.5 To check if the airport lounge You intend to visit can be pre-booked in advance, please check the App or the Website, where You'll be able to select the lounge and check if pre-booking is available at Your desired time of travel.
- 5.3.6 If You wish to pre-book Your Lounge access, You must do so at least 72 hours before You intend to visit. However, some lounges will allow You to book at least 48 hours' notice, so it is important to check the text underneath the 'Date & Time' section to see whether it is possible first. To pre-book just visit our Website or App, follow the steps online and purchase the amount of Passes you require. All fees (Passes & Booking) will be removed from Your account at the time that You make the booking.
- 5.3.7 If You need to amend the location, date or time of Your pre-booking, You must give at least 72 hours' notice. However, as with making a pre-booking in 4.3.6, some lounges will allow you to amend with at least 48 hours' notice, so it is important to check the text under "Important Notes" on Your booking confirmation email or within the 'Bookings' section of App or Website. In order to amend Your booking You must contact Our Customer Service Team via email at Support@dragonpasspremierplus.com or, on 0333 220 5599*. They'll be able to do this once for You and after then it must be cancelled and re-booked. Please note, amendments cannot always be guaranteed due to availability of the lounge, therefore, We will always try to do Our best and amend where possible. If You need to cancel Your booking entirely, You can do this either using the App, visiting Our Website, contacting us via email Support@dragonpasspremierplus.com, or on 0333 220 5599*. As long as You cancel any pre-bookings no later than 72 hours before the intend visit(s) time, purchased Pass(es) will be credited back to Your account and the booking fee will be refunded into the account where payment was taken. However, some lounges will allow for cancellations to take place with at least 48 hours' notice, so please ensure You read the text under "Important Notes" on Your booking confirmation email or within the 'Bookings' section of App or Website. For cancellations made outside of the lounges cancellation policy notice period, clause 4.3.9 below will apply.
- 5.3.8 When arriving at the airport lounge it's important that You arrive on time; if You arrive later than the pre-booked time then it will be at the discretion of the lounge as to whether they can still allow You access and for how long.



- 5.3.9 If You don't attend the lounge, are refused access to the lounge because You have arrived later than Your pre-booked time or You cancel Your pre-booking less than 72 hours (48 hours for some lounges) in advance of the visit, You will not receive a refund of Your pre-booking fee. You'll be deemed to have used Your Pass(es) and pre-booked that visit, neither Your purchased Pass(es) fee nor Your pre-booking fee will be refunded. As stated above, it is extremely important that You check the text under "Important Notes" on Your booking confirmation email or within the 'Bookings' section of App or Website in order to see timeframe as to which applies to You and Your booking.
- 5.3.10 Facilities and amenities in lounges will vary, and at certain times may be limited. We or DragonPass have no responsibility and are not able to control the provision of facilities within individual lounges. If You require more information, please refer to the terms set by each individual lounge.

5.4 Spas & Nail Bars

- 5.4.1 You may use Your Membership to enjoy discounts and vouchers on selected spa treatments at participating airport spas or nail bars.
- 5.4.2 To view a list of participating spas and nail bars please visit the DragonPass Premier+ App or the barclays.dragonpasspremierplus.com Website. Please note that the discounts and vouchers on treatments available are subject to change without notice so please check before You travel.
- 5.4.3 Each spa voucher (set value off treatments) will require You to purchase a Pass per redemption.
- 5.4.4 Each spa or nail bar reserves the right to operate under their specific terms and conditions with relation to passenger health and medical conditions, e.g. pregnancy may reduce range of treatments on offer. Age, behaviour, single sex party groups, party size and treatment exclusions may apply. It's Your responsibility to check the restrictions and policies of the spa or nail bar before Your treatment.
- 5.4.5 It's Your responsibility to allow enough time for the treatment prior to boarding Your flight.

5.5 Restaurant Discounts

- 5.5.1 Members are able to claim discounts at participating airport restaurants. To view a list of participating restaurants and available offers please visit the App (DragonPass Premier+) or the Website (barclays.dragonpasspremierplus.com). Where a restaurant offers a discount, the App and Website will display the percentage amount off (e.g. 10% off). Offers and participating restaurants are subject to change without notice so please check before You travel.
- 5.5.2 Each restaurant reserves the right to operate under their specific terms and conditions in terms of menu availability, dress code, behaviour, single sex party groups, total party size and food/ drink exclusions.
- 5.5.3 The discount may not be used with any other promotions or offers the participating restaurants may be offering. Also, they cannot be used with restaurant vouchers to receive a greater value off Food & Beverages.



5.6 Restaurant Vouchers

- 5.6.1 Members can download restaurant vouchers via the App or the Website. These vouchers will require You to purchase a Pass per redemption and can be redeemed against food and beverages in participating airport restaurants. The redemption value applicable and any restrictions on how the redemption value may be applied can be found under the “Restaurant Details” section on the App and the Website. However, what it may be redeemed against will vary depending on the participating restaurant.
- 5.6.2 The voucher must be presented before You place Your order as well as prior to paying the bill, either the digital version available from the App or the Website or a printed copy.
- 5.6.3 Each restaurant voucher will require You to purchase a Pass for each redemption, or use one of Your complimentary Lounge Passes if You have the Dual Reward Benefit. 5.6.4 explains how this works.
- 5.6.4 Restaurant vouchers can only be used by a member and are non-transferable and non-refundable. Only one voucher can be used per transaction/bill. So if You split the bill, it is possible to use 2 vouchers, but this must be presented before You place Your order as well as prior to paying the bill.
- 5.6.5 Restaurant vouchers have a usage limit to one voucher per member every 5 hours regardless of the restaurant type.
- 5.6.6 Should the purchase total come to less than the value of the redemption voucher then no change will be given. Should the total be more than the voucher value then the member will be liable to pay the difference. Vouchers have no equivalent cash value and cannot be exchanged for cash.
- 5.6.7 The voucher cannot be used in conjunction with any other offers, entitlements, discounts, vouchers or promotions. Redemption of the voucher is subject to availability and does not guarantee access, table reservations or bookings at a participating restaurant. Access to the restaurant is at the restaurant’s sole discretion. We shall not be held liable if Your chosen restaurant is unavailable.
- 5.6.8 To view a list of participating restaurants please visit the App or the Website. Where a restaurant offers a voucher, the App and Website will display the value amount off (e.g. £15 off). Participating restaurants are subject to change without notice so please check before You travel.



5.7 Additional Products & Services

We are always working to bring You discounts and benefits as part of our services. You can find out what the latest discounts and benefits available to You are by visiting the App or Website. To help us keep You informed on any new discounts or benefits, please check we have a valid email address for You.

5.8 General Terms

- 5.8.1 We do not give any warranty for any goods or services accessed through, or displayed on, the App or the Website.
- 5.8.2 All discounts and vouchers available under Your Membership are only valid for the named person on the membership card and any guests travelling with them at the time and cannot be assigned to a third-party. Discounts, vouchers and benefits cannot be applied retrospectively and there is no cash alternative.
- 5.8.3 Severability. If any court or competent authority decides that any of the provisions of these Terms and Conditions are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.
- 5.8.4 Force majeure. We will not be liable or pay You compensation if Our contractual obligations to You are affected by any event which We, DragonPass or a Third-Party Organisation could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority, including industrial dispute, natural or nuclear disaster, fire, chemical or biological disaster, adverse weather conditions and all similar events outside Our or their control.
- 5.8.5 Third-Party Rights. A person who is not party to these Terms and Conditions shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.
- 5.8.6 Law and jurisdiction. These Terms and Conditions shall be interpreted in accordance with and governed by English law and You and We both agree that the English courts will have exclusive jurisdiction in the event of any dispute or claim except that if You are a resident of Northern Ireland, You may also bring proceedings in Northern Ireland and if You are a resident of Scotland, You may also bring proceedings in Scotland.



6. Data Privacy Notice

Lifestyle Services Group Limited are part of the Assurant, Inc. group of companies. The details here provide a summary of how We collect, use, share, transfer and store Your information. For Our full Data Privacy Notice please visit Our Website by visiting barclays.dragonpasspremierplus.com or contact Our Data Protection Officer PO Box 98, Blyth, NE24 9DL or by emailing dataprotectionofficer@assurant.com

Information that We collect from You

We collect a variety of personal information about You including Your name, address, contact details and date of birth in order that We can provide the benefits of this service.

Using Your information

The main reason We collect Your personal information is to enable You to use the benefits of the service and in order that We can advise You of any changes to it. You can choose whether or not You provide this information to Us, but if You decide not to do so, We will be unable to provide the benefits under these 'Terms and Conditions'.

We will also use Your information where We feel there is a justifiable reason for doing so for example: carrying out research and analysis to improve Our services; and recording and monitoring calls.

Sharing Your information

Your personal information will be disclosed to other Assurant group companies, and to any other entity or service provider contractually obligated to Us for the purpose of performing tasks that directly relate to the above-described purposes. Your personal information will also be disclosed to public bodies and organisations in order to satisfy Our legal obligations, where required.

Where We send Your personal information

Your information may be transferred to, stored and processed outside the European Economic Area (EEA). We will not transfer Your information outside the EEA unless it is to a country which is considered to have equivalent data protection laws or We have taken all reasonable steps to ensure the company has suitable standards in place to protect Your information.

How long We keep Your personal information

Your personal information will be retained as long as necessary for the performance of this service and for as long as required or permitted by applicable law or regulation.

Your rights

You have a number of rights in relation to the information We hold about You, these rights include but are not limited to: the right to a copy of Your personal information We hold; object to the use of Your personal information; withdraw any permission You have previously provided and complain to the Information Commissioner's Office at any time if You aren't satisfied with Our use of Your information.

For a full list of Your rights please refer to the full Data Privacy Notice which can be found on Our App DragonPass Premier+ and Website barclays.dragonpasspremierplus.com.

Please note that there are times when We won't be able to delete Your information. This may be as a result of fulfilling Our legal and regulatory obligations or where there is a minimum, statutory, period of time for which We have to keep Your information. If We're unable to fulfil a request, We'll always let You know Our reasons.

* 03 numbers cost no more than a national rate call and are included in 'inclusive minutes' for mobiles. Call charges will vary depending on Your phone provider. If You are unsure of Your call charges, We recommend contacting Your provider before calling us. To maintain a quality service, We may monitor and record phone calls

