



## **Privacy Document**

### **Who we are**

Finance House Solutions Ltd which are Commercial Finance Brokers with a registered address of 118 Pall Mall, London SW1Y 5EA. We act as brokers & intermediaries for our customers. Finance House Solutions Ltd are Authorised and Regulated by the Financial Conduct Authority. FRN 791445.

### **How we will use the information about you**

Here at Finance House Solutions Ltd we take your privacy seriously and will use your personal information in a number of ways which will help us, to support lender decisions:

We may share your information with, and obtain information about you from, credit reference agencies or fraud prevention agencies. If you apply to us for insurance, we will pass your details to the insurer. Information you provided may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

We will not disclose your information to any company outside of our lender panel except to help prevent fraud or if required by law to do so.

For further information on how your information is used, how we maintain the security of your information and your rights to access/alter and change information we hold on you please contact [psghataore@financehousesolutions.com](mailto:psgkataore@financehousesolutions.com).

### **Additional Marketing**

However, from time to time we would like to contact you with detail of other products & services we provide. If you consent to us contacting, you for this purpose please tick to say how you would like us to contact you.

- Post
- Email
- Phone
- Text
- Automated Call

Registered Company: 10422729

Firm Reference No: 791445

ICO: ZA213918

## **Your Personal Data**

### **What we Need**

Finance House Solutions Ltd will be what is known as the 'controller' and the 'processor' of the personal data you provide to us. We collect personal data about you which may also include any special types of information or location-based information.

### **We also gather**

Name, address, email, dependents, financial status, business interests & tax records.

### **Why we need it**

We need to know your basic personal data in order to provide you with an accurate recommendation for your personal circumstances. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

For processing of data to be lawful under GDPR Finance House Solutions Ltd use;

(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.

### **What we do with it**

All the personal data we use is controlled by Finance House Solutions Ltd in the UK, however, for the purposes of IT hosting and maintenance, this information is located on servers within the European Union. No 3rd parties have access to your personal data unless the law allows them to do so. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information on this framework can be found by contacting us directly via [info@financehousesolutions.com](mailto:info@financehousesolutions.com).

We may pass your data to lenders in order to provide you with offers of products suitable to meet your customer requirements.

Your data is password protected and stored electronically on our cloud based server hosted by Apple.

### **How long we keep it**

We are required under Data Protection Law to keep your basic personal data, such as name, address, contact details, financial status, business interests for a minimum of 6 years, after which time it will be destroyed. The information used for marketing will be kept with us until you notify us that you no longer wish to receive this information.

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## What are your rights?

If at any point you believe retained information is incorrect you can request to see this information and even have it corrected and possibly deleted. Providing you with this information is free of charge, but charges may apply for excessive requests.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

Where relevant, you have the right to withdraw consent at any time and this means that we cannot process your data provided without your consent.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO) <https://ico.org.uk/>

Our Data Protection Officer is Perminder Ghataore who can be contacted at the following mail address [psghataore@financehousesolutions.com](mailto:psghataore@financehousesolutions.com)

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We will share your details with lenders, so that they process your information, allowing Finance House Solutions Ltd to offer suitable and sustainable products that they provide. If you consent to us passing your details for that purpose please sign to confirm and return this document to Finance House Solutions Ltd.

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**Agreement Page:**

Signed..... Print Name.....

Dated.....

Signed..... Print Name.....

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