

Commercial Financial Services – Privacy Notice

Who we are

Commercial Financial Services is a trading style of Simon J Purdom t/as Commercial Financial Services, who are Commercial Finance Brokers based in Suffolk. We act as a broker for our customers. Commercial Financial Services is Authorised and Regulated by the Financial Conduct Authority. FRN 724959

How we will use the information about you

Here at Commercial Financial Services we take your privacy seriously and will use your personal information in several ways which will help us;

1. Assess the most appropriate product offerings to meet your requirements.
2. For fraud prevention.
3. For potential future Financial Conduct Authority audit of our files.

We may share your information with lenders or product providers who themselves, if so authorised by you, may obtain information about you from, credit reference agencies or fraud prevention agencies.

We will not disclose, without your prior agreement, your information to any company or business other than those who will provide the lending you seek or aid in the provision of that lending or product expect to help prevent fraud or if required by law to do so.

If you request buildings or personal insurance cover we will not be able to give advice to you but will be able to pass your request, subject to your permission, to a specialist who has the regulatory permissions and experience to advise on options. Information you provided may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

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 simon@commercialfinancialservices.co.uk

Additional Marketing

However, from time to time we would like to contact you with detail of other lending products or services which we believe may be of assistance to you. If you consent to us contacting you for this purpose please tick to say how you would like us to contact you.

- Email
- Phone

Your Personal Data:

What we need

Commercial Financial Services will be a controller and 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

Basic personal details (e.g. your name, date of birth and nationality)

Contact details (e.g. address, telephone number and email address)

Identification information (e.g. passport)

Financial information (e.g. bank account statements, payment cards and electronic payment details)

Why we need it

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

For processing of data to be lawful under GDPR Commercial Financial Services use;

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

(b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

(c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).

What we do with it

All the personal data we use is controlled by Commercial Financial Services 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.

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

Your data is stored electronically on our cloud encrypted server and on an encrypted hard-drive.

Paper data is stored in a secure environment for compliance purposes although paper copies of bank statements will be destroyed within 12 months of the completion of the loan.

How long we keep it

We are required under FCA regulations to keep your basic personal data, such as (name, address, contact information etc) 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.

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.

More information about your rights can be found on the Information Commissioners website.
<https://ico.org.uk/>

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).

Our Data Protection Officer is Simon Purdom and you can contact them at
simon@commercialfinancialservices.co.uk

We will share your details with the appropriate companies/lenders, so that they process your information, allowing Commercial Financial Services to offer suitable and sustainable products that they provide. If you consent to us passing your details for the purposes within the notice, please sign to confirm.

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