

MAYFLOWER FOR BROKERS

FINANCE PRIVACY NOTICE

Our contact details

Name: Mayflower Mortgage And Finance Ltd
TRADING AS Mayflower For Brokers

Address: 1 Barnfield Crescent, Exeter, EX1 1QT

Phone Number: 0333 577 6266

E-mail: Brokers@MayflowerMortgage.co.uk

Website : Mayflowerforbrokers.co.uk

ICO Registration - ZA764498

Date Completed: 30/05/2022.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details);
- Financial information (for the purpose of combating fraud and money laundering);
- Health and medical information (for the purpose of providing insurance advice);
- Property informant (for the purpose of mortgage underwriting);
- See our privacy and cookies policy for details of information collected by our website.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Mortgage advice, assessment/qualification and underwriting;
- Insurance advice, assessment/qualification and underwriting.

This information is collected on a 'contractual' basis to assist us with providing you with a mortgage and protection advice service.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Lenders – Will provide us with necessary information to assist in providing advice, establishment of a lending product or the ongoing servicing of our customers;
- Insurers – Will provide us with necessary information to assist in providing advice, establishment of an insurance product or the ongoing servicing of our customers.

We use the information that you have given us in order to provide you with mortgage and/or insurance advice.

We may share this information with:

- Lenders (the specific lenders approached will be disclosed to you during the advice process);
- Insurance companies (the specific insurers approached will be disclosed to you during the advice process);
- The Financial Conduct Authority (regulatory purposes);
- The Information Commissioner's Office (law enforcement);
- National Crime Agency (Law enforcement)

Mayflower Mortgage & Finance Ltd trading as Mayflower For Brokers is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA reference number is 944601. Registered in England and Wales no. 12651855 Registered Address: 1 Barnfield Crescent, Exeter, EX1 1QT

- Other law enforcement bodies (law enforcement);
- Customer Relationship Management and Product Sourcing Systems (day to day processing of your data).

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- **We have a contractual obligation;**
- **We have a legal obligation;**
- **We have a legitimate interest.**

How we store your personal information

Your information is securely stored in electronic format using our customer relationship management system, OMS

Additionally, we also make use of market leading product sourcing technology provided by Mortgage Brain, Trigold, iPipeline and AIR sourcing.

We keep the above personal information for as long as is necessary to fulfil our regulatory and legal responsibilities. This means that we will retain your information for as long as you are legally able to file a complaint or as long as we have a legal obligation to do so under Anti-Money Laundering legislation. We will then dispose your information by permanently deleting from our files.

Your data protection rights

Under data protection law, you have certain rights; including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing

of your personal information in certain circumstances.

- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights.

We may ask for further identification or confirmation via email. We will aim to respond to all requests within a 30 day period but if the request is complex we may have to extend this to a 90 day period. We shall notify you within the 30 day period if this is the case. In some cases, the deletion of your data may contravene with our requirements under other regulations, we shall inform you of such if this is the case. Where we have good reason, and if the GDPR permits, we can refuse your request for a copy of your information, or certain elements of the request. If we refuse your request or any element of it, we will provide you with our reasons for doing so.

Please contact us at:

Brokers@MayflowerMortgage.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Brokers@MayflowerMortgage.co.uk

You can also complain to the Information Commissioner's Office [ICO] if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane Wilmslow
Cheshire
SK9 5AF

Helpline number: 01392 712007

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ICO website: www.ico.org.uk

Changes to this Privacy Policy

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on our site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our site following the alterations. We recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 30th of May 2022.

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