

Arnold Commercial Finance Limited Privacy Notice

Who we are

Arnold Commercial Finance Limited (ACFL) are commercial finance brokers based in Somerset. We act as a commercial finance broker for our customers. ACFL are authorised and regulated by the Financial Conduct Authority. FRN 732070.

How we will use the information about you

Here at ACFL we take your privacy seriously and will use your personal information in a number of ways which will help us;

1. Provide commercial finance advice and prepare financial presentations
2. For fraud prevention
3. For our own marketing
4. For statistical analysis
5. Carry out credit reference checks

We may share your information with, and obtain information about you from, credit reference agencies or fraud prevention agencies. Information you provide may be put onto a register and shared with others to prevent fraud.

Other than that specified, we will not disclose your information to any company outside of ACFL 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/change information we hold on you, please contact; lyn@arnold-cf.co.uk

Additional Marketing

From time to time we would like to contact you with details of commercial finance related products we provide. If you consent to us contacting you for this purpose we will contact you by email, telephone or post. The method will be at our discretion, unless you otherwise specify.

What we need

ACFL 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

Names, addresses, email, telephone, your business experience, CV, and financial information.

Why we need it

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

For processing of data to be lawful under General Data Protection Regulation ACFL use;

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

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

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

(d) Legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

What we do with it

All the personal data we use is controlled by ACFL in the UK, however, for the purposes of IT maintenance, our IT Support Officer may have access to personal data. We may pass your data to financial institutions in order to provide you with offers of products suitable to meet your requirements, and professional advisers, as deemed appropriate by ourselves. No other third 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. Your data may be stored electronically on a cloud encrypted server. Our server is based in the UK.

How long we keep it

We are required under regulation to keep your basic personal data, such as names, addresses, email, telephone and financial information for a minimum of 6 years after expiry of the loan term after which time it will be destroyed.

Should you not formally instruct us to act, your data will be kept up to 2 years from date of last communication.

The information used for marketing will be kept by 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 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, Chris Arnold chris@arnold-cf.co.uk, 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).

Your Consent

If you consent to the above please email lyn@arnold-cf.co.uk with the heading Privacy Notice and the words "I Consent".