

# Arnold Commercial Finance Limited

## Privacy Notice

### Who we are

Arnold Commercial Finance Limited are Commercial Finance Brokers whose registered office is:-  
3 Pound Orchard, Crowcombe, Taunton, Somerset TA4 4AR. Telephone: 01984 618661. Email: [chris@arnold-cf.co.uk](mailto:chris@arnold-cf.co.uk)

We act as a commercial finance broker for our customers. Arnold Commercial Finance Limited are authorised and regulated by the Financial Conduct Authority (FCA) number 732070.

### What data do we collect?

Our company collects the following data:-

- Personal identification information (name, address, email address, phone number, your business experience, CV and financial information etc).

### How do we collect your data?

You directly provide our company with most of the data we collect. We collect data and process data when you:-

- Register online or other communication methods for our services
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email
- We do not use cookies on our websites
- Our company may also receive your data indirectly from your other professional advisers

### Special Category Data

In the course of your interactions with Arnold Commercial Finance Limited you may share information that is classified as 'Special Category Data'. This could include data about:-

Race, ethnic origin, politics, religion, trade union membership, genetics, biometrics, health, sex life, sexual orientation.

Where you do share information relating to any of these categories, e.g. when you may share information about your health or a characteristic of vulnerability, Arnold Commercial Finance Limited will always seek explicit consent from you to store and process such information.

### How will we use your data?

Our company collects your data so that we can:-

- Process your application and manage your request
- Email you with special offers on other products and services we think you might like
- To monitor the performance of our products and services to ensure consumer outcomes are being achieved
- Provide commercial finance advice and prepare financial presentations
- For fraud prevention
- For our own marketing
- For statistical analysis
- Carry out credit reference checks

If you agree, our company will share your data with our partner companies so that they may offer you their products and services.

- We have no partner companies

When our company processes your data, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

### How do we store your data?

Our company securely stores your data on iCloud.

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.

### **Marketing**

Arnold Commercial Finance Limited understands that with the introduction of Consumer Duty, it is likely the level of communications issued by our business will increase. This will be necessary to support customers to understand the products and services offered and to provide support to customer throughout the lifecycle of the relationship.

Our company would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop our company from contacting you for marketing purposes.

### **What are your data protection rights?**

Our company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:-

**The right to access** – You have the right to request our company for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that our company correct any information you believe is inaccurate. You also have the right to request our company to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that our company erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that our company restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to our company's processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that our company transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please see our contact details below.

### **How do we use cookies?**

We do not use cookies on our websites.

### **Privacy policies of other websites**

Arnold Commercial Finance Limited's website contains links to other websites. If you click on a link to another website, our privacy policy no longer applies, and we recommend you review that site's privacy policy to establish how they will process your data.

### **Changes to our privacy policy**

Our company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 27<sup>th</sup> September 2025.

### **How to contact us**

If you have any questions about our company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [chris@arnold-cf.co.uk](mailto:chris@arnold-cf.co.uk)

Call us: 01984 618661

Or write to us at: 3 Pound Orchard, Crowcombe, Taunton, Somerset TA4 4AR.

**How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that our company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk) ICO number Z8586725.