

PRIVACY NOTICE

THIS PRIVACY NOTICE TELLS YOU WHAT TO EXPECT WHEN LINKMASTER FINANCE LIMITED COLLECTS PERSONAL INFORMATION

HOW WE USE YOUR INFORMATION

We may collect and process the following data about you;

Information that you provide by filling forms on our website.

Information you provide to us by telephone, E-Mail or face to face.

If you contact us, we may keep a copy of that correspondence or notes from phone conversations.

VISITORS TO OUR WEBSITE – www.linkmasterfinance.co.uk

When someone visits www.linkmasterfinance.co.uk we use a third party service, Google Analytics to collect standard internet log in information and details of visitor behaviour patterns. We do this to find out such things such as the number of visitors to various parts of the site. This information is only processed in a way which does not identify anyone. We not make, and do not allow, Google Analytics to make any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will tell you at the start of the process. We will make it clear when we collect personal information and will explain what we intend to do with it. There is a link on our website to this Privacy Notice.

USE OF COOKIES BY LINKMASTER FINANCE LIMITED

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. These cookies are used to collect information about how visitors use our website. We use the information to compile reports and help us improve our website. The cookies collect information in an anonymous form, including the number of visitors to the website and blog, from where the visitors have come and the pages they visited.

ADVERTS / PROMOTIONS / NEWSLETTERS

We use a third-party provider, Mailchimp, to produce and deliver our adverts and promotions. We gather statistics around opening and clicks using industry standard technologies, including clear gifs to help us monitor and improve our e-newsletter.

PEOPLE WHO E-MAIL US

Any E-Mail sent to us, including attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. E-Mail monitoring or blocking software may also be used.

Please be aware that you have a responsibility to ensure that any E-Mail you write is within the bounds of the law.

PEOPLE WHO MAKE A COMPLAINT TO US

When we receive a complaint from a person, we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provided.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of the person's record is in dispute.

We usually have to disclose details of the complaint to our Professional Indemnity Broker and Insurer. If the complaint is about Data Protection, then the matter may also be referred to the Information Commissioner's Office (ICO) – Helpline 0303 123 1113.

We may be required to disclose a copy of our file to the Information Commissioner's Office (ICO) should an adjudicator be required to consider the complaint case.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for ever whilst still retaining Professional Indemnity Insurance as this is a condition of the Insurance.

PEOPLE WHO USE OUR SERVICES

LINKMASTER FINANCE LIMITED provide a range of Financial Services to Data Subjects. We process data provided by the data subject and other sources in order to provide the service the data subject has requested and for other closely related purposes. When people subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.

USE OF DATA PROCESSORS

Data processors are third parties who provide elements of our service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do so. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period as we instruct. Our data processors / third parties we use include:

Rebecca Scrambler Design Studio, Google Analytics, Mailchimp.

Banking Arrangements: Bank of Scotland

Regulatory and Compliance opinion where required: Wycliffe Compliance Services Limited / NACFB

Crime, Sanctions and PEP checking: National Crime Agency / UK Sanctions List / Fact Finding re PEP

Back Office Systems: Genmar (UK) Ltd

DATA PROTECTION OFFICER: MICHAEL DUNNE – CONTACT DETAILS BELOW - YOUR RIGHTS

Under the General Data Protection Regulations (2018), you have rights as an individual which you can exercise in relation to the information, we hold about you.

ACCESS TO PERSONAL INFORMATION (PORTABILITY)

Data Subjects may submit a Subject Access Request (SAR) in order to obtain a copy of the personal data we hold about them in a structured and portable manner. All SARs should be sent to the Data Protection officer as above.

CONFIRMATION OF WHETHER, AND WHERE, THE CONTROLLER IS PROCESSING THEIR PERSONAL DATA

LINKMASTER FINANCE LIMITED is the **Data Controller and a processor**. LINKMASTER FINANCE LIMITED undertakes data processing within the EEA.

RIGHT OF DATA SUBJECTS TO ERASURE (RIGHT TO BE FORGOTTEN)

Data subjects may notify the Firm if they wish to exercise their right to erasure. Such a withdrawal of Consent does not affect the lawfulness of processing based on consent prior to the withdrawal. Data Subjects that exercise this right will be removed from any marketing or future contact. LINKMASTER PROPERTY FINANCE LIMITED, however, will retain a copy of any personal data that may be necessary for the establishment, exercise or defence of any future legal claims, as required by our Insurers.

RIGHT OF RECTIFICATION

LINKMASTER FINANCE LIMITED will seek to ensure that inaccurate or incomplete data will be rectified. Data Subjects have the right of rectification.

RIGHT TO OBJECT TO PROCESSING FOR THE PURPOSES OF DIRECT MARKETING

Data Subjects may notify the Firm, at any time, if they wish to exercise their right to be removed from any Direct Marketing activities. LINKMASTER FINANCE LIMITED may still contact the Data Subject in order to fulfil any contractual obligations concerning the policies and services provided

CHANGES TO THIS PRIVACY NOTICE

We will keep our privacy notice under regular review. The date of the version and number will appear at the foot of the page.

HOW TO CONTACT US

If you want to request any information about our Privacy Policy, you can email us or write to:

LINKMASTER FINANCE LIMITED

OCTOBER LODGE, CARMEL STREET, GREAT CHESTERFORD. ESSEX. CB10 1PH

Tel No: 01799 53341 - E-Mail: michael@linkmasterfinance.co.uk

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