

Privacy Policy

Maple Leaf Financial Ltd is committed to protecting the personal privacy of its clients and users of the site. This policy sets out how we will treat your personal information. We will refer to your personal information as data throughout this document.

If you have any questions about this privacy policy or our treatment of your personal data, please contact us:

- by email at: claims@maplefinancial.co.uk
- by post to: Maple Leaf Financial Limited, The King Centre, Man Road, Barleythorpe, Oakham, Rutland, LE15 7WD
- by telephone on: 01572 897442

If you think that there is an issue with the data we hold on you or the way we handle it then you have the right to complain to the ICO, Wycliffe House, Water Lane, Wilmslow SK9 5AF Tel: 0303 123 1113. Our data protection registration number is S1663331.

You can control, access or restrict the use of your data, and you have rights under this policy. For information about your data rights, please use the contact details provided above. If you would like a hard copy of this policy you can request one by contacting us using the above information.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please email or write to us at the above address.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

What information do we collect about you and how do we use it?

We obtain personal information from you when you register with us. We also collect information when you voluntarily complete customer surveys, questionnaires and provide feedback. Website usage information is collected using cookies. When you provide your information, you consent for us to use your personal information to:

- Contact you via the contact methods you have chosen to provide, including via text message, telephone, email and by post.
- Contact you about your potential financial mis-selling complaint, including payment protection insurance and packaged bank accounts
- Administer our website, including ensuring that we can enable your use of the services on our website (including enquiries and complaints about our website) and improve your browsing experience by personalising the website.

During the provision of our services, you agree for us to process your personal information through signing our Agreement and Letter of Authority which means you agree to our Terms of Engagement, to allow us to:

- Supply to you services under your contract;
- Send you general commercial communications by the contact details you have provided to us during our services;
- Contact third parties on your behalf, with your specific instruction;
- Send you email notifications which you have specifically requested; and

- Send statements and invoices to you, and collect payments from you.
 - In respect of our legitimate interests, we have a legitimate interest in keeping you updated about any further services offered by us which may be of interest to you both during and after the conclusion of your contract with us, including communication of any developments that may have an impact on your original service (e.g. a change in the law that will make additional services available to you). We will use the details you have provided to contact you including by telephone, email, post and SMS. If you do not wish for us to contact you in this manner, or by a specific method, you will be able to unsubscribe at any time to one or all contact methods and this option will be easy for you to complete.
 - Furthermore, we offer a comprehensive service to address several areas of financial mis-selling and will help you assess any affected products. We will always ask for your consent before doing so and this is entirely your choice.
 - We also have a legitimate interest in using your data to help us to review our services and obtain analytics in respect of our customer base.
 - We may also be required to use your data due to a legal requirement which is placed upon us; this includes our regulatory requirements such as financial record keeping, staff training and monitoring, in addition to complaint handling. In these circumstances, we may be required to keep your data by law. We will always inform you if this is the case.
- We collect, store and use the following kinds of your data:**
- information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit and number of page views);
 - information relating to any transactions carried out between you and us on or in relation to this website, including information relating to the supply of our services;
 - information that you provide to us for the purpose of registering with us (including name, address, telephone number and any financial information); We will retain this information for 6 years.
 - information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters); We will retain this information for 6 years.
 - information required to complete our services that we will request directly from you, including your personal circumstances and information about your financial products and services; and
 - any other information that you choose to send to us. We will retain this information for 6 years

If you do not provide the personal information we have requested, it may affect our ability to provide the services that we are offering and you will be informed of this at the appropriate time.

We control the use of your data as you have directed.

To allow us to provide our services to you, the following third parties provide critical functions to our business and will process your personal information as directed by us and in accordance with strict data security arrangements:

Our Services: during our services we will provide your data, under your specific instruction, to named lenders, loan brokers and, if required, the Financial Ombudsman.

- **Our Systems and IT:** we use third party firms who provide essential storage arrangements (including call recordings), software and support to our infrastructure;
- **Our Regulators:** we may be required to provide your data to our Regulators, who include the Claims Management Regulator, the Legal Ombudsman Service and the Information Commissioner's Office; and
- **Our Professional Services:** we use professional legal, consultancy and accountancy services to help us fulfil our legal obligations.

We do not sell your data to third parties in any circumstances. We have carefully selected our third parties due to their commitment to keeping your data safe, and all data is processed within the European Union and subject to the same legislation. If you request for us to stop processing your data, we will also communicate this to the relevant third parties if they are processing this on our behalf. If you have any concerns about the above third parties, please let us know and we can provide advice and support to help you manage your data preferences.

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose information about you:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings; and
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

Cookies

- A cookie consists of information sent by a web server to a web browser, and is stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.
- You may also wish to visit: <http://www.allaboutcookies.org> for further information.

Third Party Websites

- Our website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites

Policy Amendment

- We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes, although anything that will affect you will be communicated directly to you.