



# Privacy Statement

## Who we are

Reservoir Finance is a Commercial Finance Brokerage based in Rutland. We act as a Broker for our customers. Reservoir Finance is Authorised and Regulated by the Financial Conduct Authority. FRN 742264.

## How we will use the information about you

Here at Reservoir Finance, we take your privacy seriously and will use your personal information in several ways which will help us;

1. make lender decisions
2. for fraud prevention
3. for audit
4. for statistical analysis
5. credit reference checks

We may share your information with and obtain information about you from credit reference agencies or fraud prevention agencies.

We will not disclose your information to any company outside of our panel of lenders or specialist Brokers 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/alter and change the information we hold on you, please contact [belinda@reservoirfinance.co.uk](mailto:belinda@reservoirfinance.co.uk).

## What we need

Reservoir Finance 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. For further information on how your information is used, how we maintain the security of your information and your rights to access/alter and change the information we hold on you, please contact [belinda@reservoirfinance.co.uk](mailto:belinda@reservoirfinance.co.uk).

## What we do with it

All the personal data we use is controlled by Reservoir Finance in the UK; however, for the purposes of IT hosting and maintenance, this information is located on servers within the European Union. No 3rd 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. More information on this framework can be found at [www.reservoirfinance.co.uk](http://www.reservoirfinance.co.uk).

Your data is stored electronically on a cloud-encrypted server. Our server is based in the UK.

## We also gather

Name

\* Date of Birth

\* Residential address and address history

\* Contact details such as email address and telephone numbers

\* Financial information including assets, liabilities and sources of income

\* Employment status

\* Personal data about your credit history which we or a finance provider will obtain from Credit Reference Agencies (CRAs) including data which originates from Royal Mail (UK postal addresses), the electoral roll, the insolvency service, Companies House, other lenders and providers of credit who supply data to the CRAs, court judgments, decrees and administration orders made publicly available through public registers.

## Why we need it

We need to know your basic personal data to provide an accurate recommendation for your circumstances. We will not collect any personal data from you we do not need to provide and oversee this service to you.

For the processing of data to be lawful under GDPR, Reservoir Finance use;

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

(b) Legitimate interests: the processing is necessary for your 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. This includes (but is not limited to) the customer abandoning an application, direct marketing, the previous provision of business finance, or where the customer has requested to be added to communications and or newsletter campaign emails.

## How long we keep it

We are required under regulation to keep your basic personal data, such as name, date of birth, address and contact details for a minimum of 6 years, after which it will be destroyed. The information used for marketing will be kept with 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 even 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 about how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

Where relevant, you have the right to withdraw consent and object at any time, and this means that we cannot process your data provided without your consent.

More information about your rights can be found on the Information Commissioners website. <https://ico.org.uk/> 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).

Our Data Protection Officer is Belinda Milton and you can contact her at [belinda@reservoirfinance.co.uk](mailto:belinda@reservoirfinance.co.uk) or on 01572 729 729.

## Beneficial Owners

If you make an application for your business, we will also collect the personal data mentioned above about all individuals with whom you have a financial link, for example, other directors or officers of your company, who you must include on the application form.

You must show this policy to any other applicants (including all beneficial owners and directors) and ensure they know you will share their personal data with us for the purposes described in it.

**We intend to rely on this document for the services we provide to you. We will share your details with suitable finance providers and/or specialist brokers so that they process your information, allowing Reservoir Finance to offer suitable and sustainable products that they provide.**

**(For your benefit and protection, you should read these terms carefully. Please ask for further information if you do not understand any point.)**

## Contact Details

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