

Fentiman Legal Ltd Privacy Policy

What data we collect?

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 numbers, email addresses, date of birth, previous addresses and any financial information);
- information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters);
- 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.

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

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

Who do we share data with?

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 and support to our CRM infrastructure;
- Post and Printing: we use an outsourced print-house who manages our printing, they receive a copy of postal communications and print and send this on our behalf;
- 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