

Privacy Notice, including a guide to the use of your personal and business data and credit reference and fraud prevention agencies

IMPORTANT DATA PROTECTION

Please read this document carefully

This privacy notice and the guide 'A guide to the use of your personal and business data, and credit reference and fraud prevention agencies', set out below, describe how we use your Personal Information.

Where your Application is received by Us from a mortgage/credit intermediary that mortgage/credit intermediary is your representative and we receive from them and provide to them information about or in connection with your Application on Your behalf.

Privacy Notice

Interpretation

In this Privacy Notice and the Standard Declaration the words in bold have the following meanings:

"Applicant" and **"You"** means:

- ▶ the person(s) applying for and/or requesting a Decision in Principle for a Loan who it is intended will be named as the borrower or customer in the mortgage deed;
- ▶ where the Applicant is a limited company, that company's directors, company secretary and shareholders;
- ▶ guarantors of the Loan, and
- ▶ anyone getting any title or interest in the Property through the borrower or customer as applicable.

Words such as "your, yours" etc. should be read in the same way. If there is more than one of You, references to "You" are to each or any of you individually, as well as to each and every one or more of you together jointly.

"Application" means your request for a Decision in Principle and/or application for the Loan including the Standard Declaration, the application form and any accompanying or supporting documentation that You provide now or in the future or any information we hold about You and we provide to You or Your mortgage/credit intermediary in connection with the **Application** to confirm its completeness and/or accuracy.

"Charter Court Group" means Charter Court Financial Services Group plc and its subsidiary companies Charter Court Financial Services limited, Charter Mortgages Limited, Exact Mortgage Experts Limited and Broadlands Finance Limited.

"Information" means any information We hold about You. This will include information that You, or a mortgage/credit intermediary acting for You, provide to Us and information which we receive or create during the course of an **Application** or administering the **Loan** including:

- (i) Your **Application** and any supporting documentation;
- (ii) the **Loan** and any related security;
- (iii) any other information relating to the Property;
- (iv) the history and conduct of your account, including statistical analysis of your current circumstances, and
- (v) any other relevant information,

"Loan" means any **Loan** we may provide to You.

"Property" means the property or properties which are or are intended to be security for the **Loan**.

"We" or **"Lender"** or **"Creditor"** means Precise Mortgages a trading name of Charter Court Financial Services Limited and anyone who becomes entitled to the Lender's or the Creditor's rights under any loan We make to You or any mortgage for that loan and words such as "our, us" etc. should be read in the same way.

Use of Your Personal Information

The Guide 'A guide to the use of your personal and business data, and credit reference and fraud prevention agencies' describe how we use your Personal Information., a copy of which is provided below, sets out how we, credit reference and fraud prevention agencies will use Your **Information**. In addition:

- ▶ We will use Your **Information** to assess the affordability of the Loan.
- ▶ We will validate any information you provide us.
- ▶ We will liaise with your mortgage/credit intermediary and (where we are proposing to lend by way of second charge) your first charge lender as is necessary.
- ▶ We may disclose Your **Information** to and make any enquiries and searches and obtain any references and information that We consider necessary of persons, including but not limited to your mortgage/credit intermediary, tax authorities, past/present employers, landlords, accountants, building societies, lenders, insurers, bankers, HMRC, the Benefits Agency, Fraud Prevention Agencies, Companies House and Credit Reference Agencies (who will keep a record of searches made) as We consider necessary including to confirm the truth and accuracy of the information in this **Application**.
- ▶ We may share information about You and the conduct and operation of your **Loan** during its term and after it is repaid where we have a duty to do so or if the law allows us to do so, to our regulators and with third parties, including any of the above, any adult occupiers of the **Property**, any intended guarantor, investors, funders or their advisors, potential investors or funders, ratings agencies.

- ▶ We may periodically submit **Information** to Credit Reference Agencies and Fraud Prevention Agencies during the term of your **Loan** who in turn will provide information to us on which We may base future lending and arrears management decisions, use to administer your account and for analysis and statistical purposes.
- ▶ We may record and monitor telephone conversations between You and us at our discretion, for security, quality and/or training purposes.
- ▶ We may, from time to time mortgage, sell, transfer, assign, charge or otherwise dispose of, in whole or in part any **Loan**, mortgage, or other related security to any person or organisation (a "Disposal"). Any Disposal may be in law or in equity and may be by way of absolute assignment or by way of security only. Such a Disposal will involve us transferring all or some of the rights that We have under the **Loan**, or the related security to another person or organisation. We may provide Your **Information** to any person or organisation who does, or who we believe wishes to, enter into such a Disposal or who does or wishes to fund or otherwise be involved in such a Disposal. We may provide that **Information** at any time, including prior to, on or after any Disposal.
- ▶ We may provide Your **Information** to Credit Reference Agencies and Fraud Prevention Agencies for the purpose of quality analysis, or to any purchaser or potential purchaser of Us or any person who does or wishes to fund or otherwise be involved in any such purchase, or to any person who was previously the Lender.
- ▶ We may use your **Information** to consider any future Applications you make for a **Loan**.
- ▶ We will obtain a valuation of the **Property** to enable us to assess the amount of the **Loan**, if any, which We are prepared to make on the **Property**. We will choose a valuer from our panel of valuers and will obtain a valuation report from the valuer for our purposes.
- ▶ The results of our enquiries, searches and references and any **Information** will be used for credit assessment, including credit scoring and for debt recovery, the prevention of money laundering, tracing and fraud prevention, to administer your account, for system testing, for analysis and statistical purposes and any purpose referred to in any **Loan** with us.
- ▶ If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Further details explaining how information held by fraud prevention agencies may be used can be obtained by contacting us at Financial Crime Team, Credit Risk, Precise Mortgages, PO Box 6037, Wolverhampton WV1 9QW.
- ▶ We may provide **Information** to other companies in the Charter Court Group who may also use the **Information** for the same purposes as We do.
- ▶ We may also use your **Information** in any other way that is permitted by law.
- ▶ If you make an Application for a Loan to us we may contact you about products or services offered by Us by post, electronic mail, telephone, SMS text messaging and any other online or interactive media. If You do not want Us to contact You about other products and services by the means outlined above You should tick the box in the standard declaration which we will ask you to sign when making an **Application** to us or please write to us at the Marketing Department, Precise Mortgages, 2 Charter Court, PO Box 6037, Wolverhampton, WV1 9QW.

Your Rights

You can obtain (on payment of a fee) a copy of your personal information held by us by writing to the Data Protection Officer, Compliance Team, Precise Mortgages, PO Box 6037, Wolverhampton WV1 9QW.

IMPORTANT DATA PROTECTION

1. When you apply for a mortgage or secured loan we will

- ▶ Check our own records for information on your personal or business accounts and the accounts of anyone financially linked with you [financial associates] e.g. joint accounts.
- ▶ Search at credit reference agencies for information on your personal or business accounts and the accounts of anyone financially linked with you [financial associates] e.g. joint accounts.
- ▶ Search at fraud prevention agencies for information on you, your business, your business partners, beneficial owners and any addresses at which you have lived or which are identified as an address to which you have a financial link.
- ▶ If you are a director, seek confirmation from credit reference agencies that the residential address that you provide is the same as that shown on the restricted register of directors' usual addresses at Companies House.

We will make checks including: assessing the application for credit and verifying identities to prevent and detect crime and money laundering.

We may also make periodic searches at credit reference agencies and fraud prevention agencies to manage your account with us.

This leaflet applies whether you are applying for a Residential, Buy to Let or Short Term Bridging Loan secured by a first or second charge.

In this leaflet You and Your includes the applicant, guarantors and, where the applicant is a Company, the directors of the Company.

2. What we do with the information you supply to us as part of the application

- ▶ Information that is supplied to us will be sent to the credit reference agencies.
- ▶ If you are making a joint application or tell us that you have a spouse or financial associate¹, we will:
 - ▶ Search, link and/or record information at credit reference agencies about you both;
 - ▶ Link any individual identified as your financial associate in our own records;
 - ▶ Take both your and their information into account in future applications by either or both of you;
 - ▶ Continue this linking until the account closes, or is changed to a sole account and one of you notifies us that you are no longer linked.
- ▶ If you give us false or inaccurate information and we suspect or identify fraud we will record this and may also pass this information to fraud prevention agencies and other organisations involved in crime and fraud prevention.
- ▶ Your data may also be used by us to offer you other products, but only if you have given your permission in the application form. If you wish to change your permission, you can contact us at any time by any means convenient to you.
- ▶ Record information at credit reference agencies about your application, your business, you and your business partners¹.

You must be sure that you have the agreement of your joint applicant, spouse, financial associates, business partners and shareholders to disclose information about them.

¹ This includes directors of a limited company making an application to us. A financial association will be created between the directors and any guarantors of the loan.

3. With the information that we obtain we will

- ▶ Assess the application for credit;
- ▶ Check details on applications for credit and credit related or other facilities;
- ▶ Verify your identity and the identity of your spouse, partner or other directors and shareholders;
- ▶ Undertake checks for the prevention and detection of crime, fraud and/or money laundering;
- ▶ Use scoring methods to assess this application and to verify your identity;
- ▶ Manage your personal and/or business account [if you have one] with ourselves; and
- ▶ Undertake periodical statistical analysis or testing to ensure the accuracy of existing and future products and services.

Any or all of these processes may be automated.

4. What we do when you have a mortgage or secured loan with us

- ▶ We will give details of your personal and/or business account (if you have one), including names and parties to the account and how you manage it/them, to credit reference agencies;
- ▶ If you do not repay in full and on time, we will tell credit reference agencies;
- ▶ We may make searches of our own group records and at credit reference agencies as often as we choose to manage your account with us, including whether to make credit available or to continue or extend existing credit. We may also check at fraud prevention agencies to prevent or detect fraud;
- ▶ If you do not make payments that you owe us, we will trace your whereabouts and recover debts.

5. When credit reference agencies receive a search from us they will

- ▶ Place a search 'footprint' on your personal or business credit file whether or not this application proceeds. If the search was for a credit application the record of that search may be seen by other organisations (but not the name of the organisation that carried it out) when you or your business apply for credit in the future;
- ▶ Link together the records of you and anyone that you have advised is your financial associate including previous and subsequent names of parties to the account. Links between financial associates¹ will remain on your and their files until such time as you or your partner successfully files for a disassociation with the credit reference agencies;

6. Credit reference agencies will supply to us

- ▶ Information about you or your business or company such as previous applications and the conduct of the accounts in your name and of your associate(s) (if there is a link between you), your business partners and/or your business accounts (if you have one);
- ▶ Public information such as County Court Judgments (CCJs) and bankruptcies;
- ▶ Electoral Register information on you and your business partners;
- ▶ Fraud prevention information;
- ▶ Confirmation or otherwise that the usual residential addresses supplied by directors match those on the restricted register held at Companies House (or those directors' addresses registered under section 243 of the Companies Act 2006, that the usual residential addresses supplied by directors match those on the credit reference agency's proprietary business directory).

7. When information is supplied by us, to them, on your account(s)

- ▶ Credit reference agencies will record the details that are supplied on your personal and/or business account (if you have one) including any previous and subsequent names that have been used by the account holders and how you/they manage it/them;
- ▶ If you borrow and do not repay in full and on time, credit reference agencies will record the outstanding debt;
- ▶ Records shared with credit reference agencies remain on file for 6 years after they are closed, whether settled by you or defaulted;
- ▶ Information on shareholders who are beneficial owners will be used and supplied to others only:
 - i) For the purpose of the performance of identity checks, and
 - ii) With their specific consent.

8. How your data will NOT be used by credit reference agencies

- ▶ It will not be used to create a blacklist;
- ▶ It will not be used by the credit reference agencies to make a decision.

9. How your data WILL be used by credit reference agencies

The information which we and other organisations provide to the credit reference agencies about you, your financial associates and your business (if you have one) and business partners may be supplied by credit reference agencies to other organisations and used by them to:

- ▶ Prevent crime, fraud and money laundering by, for example, checking details provided on applications for credit and credit related or other facilities;
- ▶ Check the operation of credit and credit-related accounts;
- ▶ Verify your identity if you or your financial associate or business partner(s) applies for other facilities;
- ▶ Make decisions on credit and credit related services about you, your partner, other members of your household or your business;
- ▶ Manage your personal, your partner's and/or business (if you have one) credit or credit related account or other facilities;
- ▶ Trace your whereabouts and recover debts that you owe; and
- ▶ Undertake statistical analysis and system testing.

10. How your data may be used by us and fraud prevention agencies

- ▶ The information which we provide to the fraud prevention agencies about you, your financial associates and your business (if you have one) and your business partner(s) may be supplied by fraud prevention agencies to other organisations and used by them and us to:
 - ▶ Prevent crime, fraud and money laundering by, for example:
 - ▶ Checking details provided on applications for credit and credit related or other facilities;
 - ▶ Managing credit and credit related accounts or facilities;
 - ▶ Cross checking details provided on proposals and claims for all types of insurance;
 - ▶ Checking details of job applicants and employees;
 - ▶ To verify your identity if you or your financial associates or your business partner(s) apply for other facilities including all types of insurance proposals and claims.
 - ▶ To trace your whereabouts and recover debts that you owe.
 - ▶ To conduct other checks to prevent or detect fraud.
 - ▶ To undertake statistical analysis and system testing.
 - ▶ To offer you other products, but only where permitted.
 - ▶ To recover debt.
 - ▶ For other purposes for which you give your specific permission, for any purpose referred to in any loan or mortgage with us, or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998.

Law enforcement agencies may access and use the information recorded with fraud prevention agencies. We, and other organisations, may access and use the information recorded by fraud prevention agencies from other countries.

We may record and monitor telephone conversations between you and us at our discretion for security, quality and/or training purposes.

How to find out more

You have the right of access to the information that we hold about you. You can obtain [on payment of a £10 fee] a copy of your personal information held by us by writing to the Data Protection Officer at: **Precise Mortgages, PO Box 6037, Wolverhampton WV1 9QW**. If anything is inaccurate or incorrect, you must let us know so we can correct it.

Please also contact us if you want to receive details of the relevant fraud prevention agencies: **Financial Crime Team, Credit Risk, Precise Mortgages, PO Box 6037, Wolverhampton WV1 9QW**.

You can also contact the credit reference agencies operating in the UK. The information they hold may not be the same so it is worth contacting them all. They will charge you a small statutory fee.

Callcredit Information Group

One Park Lane
Leeds
West Yorkshire
LS3 1EP

0330 024 7574
consumer@callcreditgroup.com
www.callcredit.co.uk/consumer-
solutions/contact-us

Equifax Ltd

Customer Service Centre,
PO Box 10036,
Leicester,
LE3 4FS

0800 014 2955
www.myequifax.co.uk

Experian Ltd

Customer Support Centre,
PO Box 9000,
Nottingham,
NG80 7WF

0344 481 8000
consumer.helpservice@uk.experian.com
www.experian.co.uk

Details of the Fraud Prevention Agencies which we use are shown below:

N Hunter Ltd

PO Box 2756,
Stoke-on-Trent,
ST6 9AQ
www.nhunter.co.uk

Synectics Solutions Ltd

SAR Department
PO Box 3700,
Stoke-on-Trent,
ST6 9ET
www.synectics-solutions.com

We can provide literature in large print, Braille and audio tape. Please ask us for this leaflet in an alternative format if you need it.

Precise Mortgages is a trading name of Charter Court Financial Services Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register Firm Reference Number 494549). Registered in England and Wales with company number 06749498. Registered office: 2 Charter Court, Broadlands, Wolverhampton WV10 6TD.

