

GDPR Privacy Policy

Introduction

Paxton UK trading as Paxton Associates Ltd appreciates that your privacy and the protection of your personal information is important, this statement discloses how Paxton Associates will use your data and work to protect it.

Paxton Associates is registered under the Data Protection Act 1998 under registration number **z7868329** The information you provide is safeguarded under the terms of that Act. To find out more information about the data protection act please visit: <https://ico.org.uk/>

Who we are

Paxton Associates are a fully regulated Mortgage Brokerage which is Directly Authorised by the Financial Conduct Authority (FCA) with a reference number of 300341.

We are a limited company registered in England & Wales with Companies House our registration number is 4468880.

Your Data

To enable us to provide you with the best service, it is a regulatory requirement that we collect enough data to comply with our "Know your customer" (KYC) obligations set out by our governing body the FCA.

Your data includes things like Personal information (name, address, Date of Birth), financial information, health information etc.

That data will be collected and stored in compliance with our obligations on secure servers within the EU in an encrypted format where possible. Emails for example are not usually encrypted, however as your personal data can be used to enable fraud, we will only send and receive your personal data via an encrypted email service.

Your personal data will not be sold to any third party companies.

We may need to share your information with other companies, for example Mortgage lenders and Insurance companies with the intention of obtaining you products as agreed with yourself.

Our website does use Google analytics for the purposes of monitoring website usage via [cookies](#), the data from this will be retained for 26 months to check how our website is performing.

We may need to share data with our insurers, governing bodies such as the FCA or Financial Ombudsman and Fraud Prevention agencies.

We may also use your data to keep in touch with you about your application, existing policies or products and services we think you may be interested in. In line with GDPR, any marketing emails/letters/calls we send will only be sent where you have specifically opted in. You will of course be able to remove you from any marketing lists at your request.

Your data, where it relates to an application we have made, will be kept for the required period by our governing body. Any information that is not required to be kept on file for this purpose will be deleted as soon as no longer required

Seeing your data

You are able to request a copy of the information we hold on you through a Subject Access Request (SAR). We will respond to you within one calendar month. Where you would like to request the data held on you, you must do this in writing to:

Paxton Associates
5 Mascalls Park
Paddock Wood
Kent
TN12 6LW

Right for Removal

You can request your data is removed at any time. Where we are able to do this, we will do so, however in line with our specific industry (Financial Services) requirements, we may need to keep your data on file indefinitely. We will inform you where that is the case.

Further information

If you would like further information on how we use your data or if you have any Data Protection queries, please contact us on 01892 834371 or in writing at:

Paxton Associates
5 Mascalls Park
Paddock Wood
Kent
TN12 6LW

Complain

If you would like to complain about how we have handled your data, you can do so in the first instance to the address/number above.

If you are unhappy with our response, you can contact the Information Commissioners office using the details below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone: 01625 545 745

Email through their website at:

<https://ico.org.uk/concerns>