

## Privacy Notice

This Privacy Notice explains how Core Financial Paraplanning Limited, hereinafter referred to as "we," "us," or "our," collects, uses, and protects personal information in the course of providing paraplanning services. This notice applies to Financial Advisers and their firms, prospective Financial Advisers and their firms who use our paraplanning services and their subsequent clients.

During the course of dealing with us, we will ask you to provide us with detailed personal information relating to your clients and their existing circumstances, financial situation and, in some cases, their health and family health history (Personal Data). This document is important as it allows us to explain to you what we will need to do with Personal Data, and the various rights you have in relation to this Personal Data.

### **What do we mean by “Personal Data”?**

Personal Data means any information that describes or relates to your personal circumstances or the personal circumstances of your clients. We may collect the following types of personal information:

- Contact information: Name, address, email address and telephone number
- Financial information: Income, Assets and Liabilities and other financial details.
- Identification information: Date of birth, National Insurance number and other identification details
- Employment information: Occupation, Employer details and other income sources

### **The basis upon which our firm will deal with Your Personal Data**

When we speak with you about your and your client’s requirements, we do so on the basis that both parties are entering a contract for the supply of services.

In order to perform that contract, we have the right to use Personal Data for the purposes as follows:

- To provide Paraplanning and Administration services

### **How do we collect Your Personal Data?**

We will collect and record Personal Data from a variety of sources, but mainly directly from you. You will usually provide information when requesting work to be completed by us by completing our Case Request form.

We may also obtain some information from third parties, for example, credit checks, information from Providers and searches of information in the public domain such as Companies House. If we use technology solutions to assist in the collection of client Personal Data, for example through Product Providers, we will only do so if we have consent from you, for us, or our nominated processor to access your information in this manner.



**Office**  
20 Birkdale Walk,  
Alwoodley, Leeds,  
LS17 7SX



**Main Office**  
0113 2250 987



**Email**  
[info@corefinancialuk.com](mailto:info@corefinancialuk.com)

### **What happens to Your Personal Data when it is disclosed to us?**

In the course of handling Personal Data, we will:

- Record and store Personal Data in our paper files, mobile devices and on our computer systems (websites, email, hard drives, and cloud facilities). This information can only be accessed by employees and consultants within our firm and only when it is necessary to provide our service to you and to perform any administration tasks associated with or incidental to that service.
- Submit your client's Personal Data to Product Providers and Insurance Product providers, both in paper form and on-line via a secure portal. The provision of this information to a third party is essential in allowing us to progress any enquiry or application made on your behalf and to deal with any additional questions or administrative issues that lenders and providers may raise.
- Use Personal Data for the purposes of responding to any queries you may have in relation to any work which we are undertaking.

### **Sharing Your Personal Data**

From time to time, client's Personal Data will be shared with:

- Investment providers and Insurance providers.

In each case, Personal Data will only be shared for the purposes set out in this Privacy Notice, i.e. to progress your client's enquiry and to provide you with our professional services.

We do not sell, trade or otherwise transfer Personal Data to third parties without your consent, except as required by law or as necessary for the provision of our services.

Please note that this sharing of Personal Data does not entitle such third parties to send you marketing or promotional messages, it is shared to ensure we can adequately fulfil our responsibilities to you, and as otherwise set out in this Customer Privacy Notice.

We do not envisage that the performance by us of our service will involve Personal Data being transferred outside of the European Economic Area.

### **Security and retention of Your Personal Data**

Your privacy is important to us and we will keep Personal Data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard Personal Data against it being accessed unlawfully or maliciously by a third party.

We also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is being sent to us.



**Office**  
20 Birkdale Walk,  
Alwoodley, Leeds,  
LS17 7SX



**Main Office**  
0113 2250 987



**Email**  
[info@corefinancialuk.com](mailto:info@corefinancialuk.com)

Personal Data will be retained by us either electronically or in paper form for a minimum period of 6 years from the disengagement of our services, although data could be held for a longer period where this may be needed to meet the requirements of our regulatory bodies.

#### **Your rights in relation to Your Personal Data**

You can:

- request copies of Personal Data that is under our control
- ask us to further explain how we use Personal Data
- ask us to correct, delete or require us to restrict or stop using Personal Data (details as to the extent to which we can do this will be provided at the time of any such request)
- ask us to send an electronic copy of Personal Data to another organisation should you wish
- change the basis of any consent you may have provided to enable us to market to you in the future (including withdrawing any consent in its entirety)

#### **How to make contact with our Firm in relation to the use of Personal Data**

If you have any questions or comments about this document, or wish to make contact in order to exercise any of your rights set out within it please contact:

Hannah Wynick – Managing Director

Core Financial Paraplanning Limited

20 Birkdale Walk

Alwoodley

Leeds

LS17 7SX

0113 2250987

If we feel we have a legal right not to deal with your request, or to action it in a different way to how you have requested, we will inform you of this at the time.

You should also make contact with us as soon as possible on you becoming aware of any unauthorised disclosure of Personal Data, so that we may investigate and fulfil our own regulatory obligations.

If you have any concerns or complaints as to how we have handled Your Personal Data you may lodge a complaint with the UK's data protection regulator, the ICO, who can be contacted through their website at <https://ico.org.uk/global/contact-us/> or by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.



**Office**

20 Birkdale Walk,  
Alwoodley, Leeds,  
LS17 7SX



**Main Office**

0113 2250 987



**Email**

[info@corefinancialuk.com](mailto:info@corefinancialuk.com)

## Data Subject Consent Form

I hereby grant Core Financial Paraplanning Limited permission to process personal data for the purpose stated in the Customer Privacy Notice above.

Signed:

Print Name:

Date:



**Office**  
20 Birkdale Walk,  
Alwoodley, Leeds,  
LS17 7SX



**Main Office**  
0113 2250 987



**Email**  
[info@corefinancialuk.com](mailto:info@corefinancialuk.com)