

Privacy Policy

Phoenix Financial Consultants Ltd – Privacy Policy

Data Protection

Phoenix Financial Consultants Ltd is a Data Controller, as defined by the Data Protection Act (1998) (DPA), the General Data Protection Regulation (GDPR) or the national legislation relating to data protection currently applicable.

We will process and maintain your information under the DPA, when the DPA is replaced by the GDPR on 25 May 2018, we will process your information in line with the GDPR.

We will not share your information with any other organisation outside our own group of companies or our partners who may fulfil some services on our behalf.

Both ourselves and our partners (where applicable) will only use your data for the express purpose for which you gave it to us, namely administering your vehicle warranty or policy and customer service purposes.

Where we do need to provide information to a partner, then this will be the minimum which they need to provide or fulfil their service obligations to you.

We will only hold the minimum amount of your information necessary for our, or our partners use, and we, and our partners will not keep your information for longer than necessary.

We will only retain your personal information while you are a customer, and thereafter for such period as will be reasonably necessary for administrative, legal and regulatory purposes.

All your personal data will be kept secure by holding it electronically on secure servers to which only authorised and suitably trained persons using secure logins will have access on a strictly need to know basis.

Viewing Your Information

We respect your right to find out what information we hold about you.

We will supply this data within 40 days of a request being received, at a nominal charge of £10 per request.

To request access to your data please write to us at The Data Controller, Phoenix Financial Consultants Ltd, Unit 8, Abbots Business Park, Primrose Hill, Kings Langley, WD4 8FR.

What we ask of you

Please help us keep our information reliable and up-to-date

- please give us accurate information.
- please tell us as soon as possible about any changes to your personal information.
- please tell us if you notice mistakes or inaccuracies in the information we have about you.

Information Collected

The information that we collect about you will depend on how you use our website.

Public area of our website

Within the public area of our website, then our system will record the date and time of your visit, the pages viewed and any information downloaded. Our systems will not record any personally identifiable information when you are browsing the public area of our website.

However, if you complete our contact form and submit the information to us for processing, then this will be recorded to allow us to respond to your enquiry.

Customer or dealer area of our website

If you have customer or dealer access to our website, the information that you enter on the various pages within the customer or dealer area will be collected by us if you submit the information to us for processing. Additionally, within this area audit snapshots are also taken for audit and regulatory purposes.

Use of Cookies

During browsing of our website, we use our own and third-party cookies (a file stored on your computer).

A cookie is a small text file placed on your computer by our web server, this can later be retrieved by our web server to save you from having to re type certain information.

Cookies are frequently used on web sites and you can choose if and how a cookie will be accepted by configuring your preferences and options in your browser (Internet Explorer / Google Chrome / Firefox etc.).

However, turning off cookies for our website will mean that certain areas of our website will not be accessible or function correctly.

More information on our Cookie Policy can be found [here](#).

How we handle e-mail

We will preserve the content of any e-mail that you send to us, if we believe that we have a legal requirement to do so. Your e-mail message content may be monitored by our employees for security purposes. Additionally, our response to you may also be monitored for quality assurance issues.

Disclosure of Information

We do NOT collect and pass on any information you give us to ANY third-party, other than to our partners who have a legitimate reason to be passed that information. i.e. to provide or fulfil service obligations where that service is provided by the third-party.

Apart from passing information to legitimate third-parties for service fulfilment, then all other information which you disclose to us will only be used for our own customer service and administration purposes.

As a customer of Phoenix Financial Consultants, you will find that we are secure, reliable, and discreet.

Acceptance and changes to our Privacy Policy

You acknowledge and accept that your use of this web site indicates your acceptance of the Phoenix Financial Consultants Privacy Policy.

This is the current Privacy Policy dated **9th January 2018** and replaces any other Privacy Policy for this web site.

The Data Controller

Phoenix Financial Consultants Ltd
Unit 8, Abbots Business Park,
Primrose Hill,
Kings Langley,
WD4 8FR

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