

# PRIVACY POLICY

APRIL 2023



## OUR CONTACT DETAILS

**Company Name:** RT Paraplanning Solutions Ltd

**Address:** Cradley Enterprise Centre, Maypole Fields, Halesowen, West Midlands, B63 2QB

**Contact Number:** 07891 081354 (Rachel Reynolds, Director)

**Email:** rachel@rtparaplanning.co.uk

## THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

- Personal and corporate identifiers, contacts and characteristics (for example, name, FCA number and contact details)
- Customer financial information (provided by third parties)

## HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by clients for one of the following reasons:

- To allow us to add personal and business details to client facing and internal documents as part of the services we provide.
- To allow us to add personal and business details when:
  - Producing Illustrations
  - Conducting research
  - Conducting comparative analysis
  - Conducting cashflow analysis
  - Requesting information from existing providers
  - Completing Suitability Reports

It is your responsibility to ensure your privacy policy allows you to share this client data with us for the above purposes.

We also receive personal information indirectly, from the following sources in the following scenarios:

- From Independent Financial Advisers, in relation to their clients, to allow us to complete new business cases and reviews, including:

- Producing Illustrations
- Conducting research
- Conducting comparative analysis
- Conducting cashflow analysis
- Requesting information from existing providers
- Completing Suitability Reports

We use the information you have given us in order to fulfil our agreement to provide the services you engage us to complete, specifically for the above listed tasks.

We may share this information with third party organisations, such as product and service providers, research tool providers and analysis providers.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for the processing this information is:

- (a) We have a legitimate interest.

## **HOW WE STORE YOUR PERSONAL INFORMATION**

Your information is securely stored.

We keep personal information (specifically personal and corporate identifiers and contact details) for Independent Financial Advisers directly in contract with us indefinitely to allow the ongoing processing for the services we provide. In the event of a six month period with no further work agreed, we will then dispose of your data by ensuring it is deleted and destroyed from all company hard drives and 'cloud' storage locations where this data has been held.

We keep personal information (specifically personal identifiers, contact details and financial information) provided to us by third parties for three months following the competition of new business cases. We will then dispose of this data, ensuring all personal information is deleted and destroyed from all company hard drives and 'cloud' storage locations where this data has been held.

We keep personal information (specifically personal identifiers, contact details and financial information) provided to us by third parties for the competition of ongoing review services continuously while under contract to perform this function. Upon a review service contract ceasing, we keep information for a further three months. We will then dispose of this data, ensuring all personal information is deleted and destroyed from all company hard drives and 'cloud' storage locations where this data has been held.

We keep passwords explicitly shared with us for purposes of fulfilling our agreement. Passwords are kept in a secure, individually password protected document and we will not under any circumstances divulge them to or share them with anyone outside of RT Paraplanning Solutions Ltd. Passwords will not be written down on any paper based, or non-protected documents, nor will they be saved in any automated login process. This data will be kept while under contract for the services we provide and will be destroyed immediately once the Service Agreement has been terminated or in the event of six continual months where the Client does not engage RT Paraplanning Solutions Ltd for their Services.

## **YOUR DATA PROTECTION RIGHTS**

Under data protection law, you have rights including:

**Your right of access:** You have the right to ask us for copies of your personal information.

**Your right to rectification:** You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure:** You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing:** You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing:** You have the the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [rachel@rtparaplanning.co.uk](mailto:rachel@rtparaplanning.co.uk) or Cradley Enterprise Centre, Maypole Fields, Halesowen, West Midlands, B63 2QB, if you wish to make a request.

## **HOW TO COMPLAIN**

If you have any concerns about our use of your personal information, you can make a complaint to us at [rachel@rtparaplanning.co.uk](mailto:rachel@rtparaplanning.co.uk) or Cradley Enterprise Centre, Maypole Fields, Halesowen, West Midlands, B63 2QB.

You can also complain to the ICO if you are unhappy with how we have used your data.

**The ICO's address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Helpline Number:** 0303 123 1113

**ICO Website:** <https://www.ico.org.uk>