

Privacy Notice

This document sets out how we use and process information.



Who we are

CFP Group Limited are Commercial Finance Brokers, registered at Holly House, 77 Bolling Road, Ilkley, LS29 8QA. We are Authorised and Regulated by the Financial Conduct Authority (FRN: 912083).

For the purpose of the General Data Protection Regulation (EU) 2016/679 (GDPR) the data controller is CFP Group Limited, Holly House, 77 Bolling Road, Ilkley, LS29 8QA. ICO Reference ZA497318.

What data do we collect?

Our Company collects the following data:

- Identity data: includes first name, maiden name, last name, marital status, title, date of birth, gender, passport (copy), driving licence (copy) and utility bills (copy).
- Contact Data: includes residential address, billing address, email address and telephone numbers.
- Financial Data: includes bank details, details of your income and outgoings, net worth statements.
- Transaction Data: includes details about payments to and from you and other details of products and services you have purchased from us.
- Marketing and Communications Data: includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- Your website browsing activities. Like most website operators, we collect non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Our purpose in collecting non-personally identifying information is to better understand how visitors

How do we collect your data?

You directly provide our Company with most of the data we collect. We collect data and process data when you:

- Provide us with information via a website enquiry.
- Complete our data capture documents, which forms part of our Fact Find.
- Complete a lender application form.
- Supply any additional information that you advise us about to help progress the application.
- Respond to phone calls/email correspondence requesting specific information from you.
- Register online or other communication methods for our services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies. Cookies are files which contain small amounts of data, which may include an anonymous unique identifier. Information on the cookies we use can be found in our cookies policy.

Our Company may also receive your data indirectly from third parties or publicly available sources such as:

- Companies House
- Credit Safe
- Google Searches
- Social Media channels
- Land Registry

How will we use your data?

Our Company collects your data so that we can:

- Process your application and manage your request.
- Communicate with you regarding the application.
- To allow us to contact the finance lenders to progress your application (a list of the finance lenders are available to view on our website: <https://commercialfinancepartnership.co.uk/our-lenders/>).
- To comply with our regulatory responsibilities.
- Email you with special offers on other products and services we think you might like.
- To handle any complaints

How do we store your data?

Our Company operates a paperless data policy where possible.

Data held electronically is stored via cloud technology and is securely and independently backed up. We do not operate servers. All our IT hardware is encrypted.

Any physical data we hold, would be stored securely in the following locations:

Data Location	Security
28B The Grove, Ilkley, LS29 9EE	Alarmed, Multi-Locked Entrance, Locked Document Store
4a Fields End Business Park, Rotherham, S63 0JF	Alarmed, Multi-Locked Entrance, Locked Document Store

Retention periods:

- Where no service is provided, we will keep your enquiry details for a period of 24 months.
- We will keep client records for a period of 6 years where our services are provided.
- We will keep information relating to a complaint for a period of 2 years from closure.
- We will keep data analytics records for a period of 6 years.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop our Company from contacting you for marketing purposes or giving your data to other members of the our Company Group.

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Our Company’s processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions. If you make a request, we have one month to respond to you.

If you would like to exercise any of these rights, please contact us:

By email: info@cfpgroup.co.uk

By telephone: 03330 156336

By mail: Holly House, 77 Bolling Road, Ilkley, LS29 8QA

Changes to our Privacy Policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 09/06/2023.

How to contact us

If you have any questions about Our Company’s privacy policy, the data we hold on you, or you would like to exercise one of your data protections rights, please do not hesitate to contact us.

Email us at: info@cfpgroup.co.uk

Call us: 03330 156336

Or write to us at: Holly House, 77 Bolling Road, Ilkley, LS29 8QA

Complaints – How to contact the appropriate authority

Should you wish to report a complaint or if you feel that our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner’s Office.

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/make-a-complaint/>

Helpline number: 0303 123 1113