

Privacy statement

Privacy policy

South West Mortgage Brokers believe in protecting the personal information that you provide us with. We are committed to complying with the following seven principles:

- What personal information we collect about you
- Who is collecting this personal information
- How the information we collect about you is used
- With whom might the information be shared
- What choices we provide you with regarding the collection, use and distribution of the information
- The kind of security procedures that are in place to protect the loss, misuse or alteration of information under the control of South West Mortgage Brokers
- How you can correct any inaccuracies in the information

If you have any queries regarding this statement, you should first contact South West Mortgage Brokers by email. If you do not receive a reply within two working days, telephone us on 01392 927327.

The Principles

We collect and process personal information from you at various stages throughout our website, for reasons including answering your enquiries, ensuring that content from our site is presented in the most effective manner for you and for your computer, to notify you about changes to our websites (including services and products), providing you with quotations, and carrying out our obligations from any contracts entered into between you and us.

We also collect and process details of your visits to our site and the resources that you access. At each stage, you will be able to see what information we ask from you, such as your name and contact details, and information relating to your specific enquiry. If you contact us other than via our website, we may keep a record of that correspondence.

South West Mortgage Brokers is operated by Nigel Dixon and Paul Fortune who are themselves Data Controllers and will collect and hold information about you.

The information we collect about you is used solely for the purposes for which it was provided. We will only use it for additional purposes (such as marketing) if we have received your prior consent to do so.

The information you provide us with may be shared with employees throughout South West Mortgage Brokers, in order to deal with your enquiry or request. Otherwise we will not share your personal information with other companies unless you specifically authorise us to do so.

We will not share your information with any third parties other than when we are legally obliged to do so, such as for fraud prevention purposes.

It is entirely up to you as to whether or not you choose to provide us with any personal information. If you choose not to, we simply may not be able to assist you.

We will not sell your information to any third party, unless South West Mortgage Brokers or one of its Subsidiary Companies is sold itself.

When you enter personal details on our website, you will be entering these details within a secure environment.

We use SSL (Secure Socket Layer) encrypted at 128bit to protect the details you send us. We use the BT Trustwise Secure Site Program.

In most web browsers, a padlock symbol appears at the bottom right, indicating when you are in a secure environment. Also, the 'http:' at the beginning of the website address changes to 'https:' with the 's' indicating that you are in a secure environment.

Under the Data Protection Act 1998 you have the right, for a fee (up to £10), to ask us for a copy of the information we hold on you, and to have any inaccuracies corrected or removed. To do this, please either contact us by email, telephone our Customer Relations Department on 01392 927327, or write to us at:

South West Mortgage Brokers
3 Cottey Crescent
Exeter
Devon
EX4 9DT

South West Mortgage Brokers is authorised and regulated by the Financial Services Authority

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- If South West Mortgage Brokers (or any of its subsidiary companies) or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions (as defined below) and other agreements; or to protect the rights, property, or safety of South West Mortgage Brokers (or any of its subsidiary companies), our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction

Where we store your Personal Data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the provision of information you have requested. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.