

Privacy Policy

Our contact details:

RightHomes Equity Release Ltd trades as a Limited Company, registration number 14787844.

Our registered address is: 5-6 Long Lane, Rowley Regis, B65 0JA.

The type of personal information we collect:

We collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details);
- Financial information;
- Health and medical information;
- Property information
- See our privacy and cookies policy for details of information collected by our website.

How we get the personal information and why we have it:

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

Advice, assessment and underwriting;

- This information is collected on a 'contractual' basis to assist us with providing you with advice.
- We also receive personal information indirectly, from the following sources:
- Lenders and/or Insurers – Will provide us with necessary information to assist in providing advice, establishment of a lending product or the ongoing servicing of our customers;

We use the information that you have given us in order to provide you with advice.

We may share this information with:

- Lenders and/or Insurers (the specific lenders/insurers approached will be disclosed to you during the advice process);
- The Financial Conduct Authority (regulatory purposes);
- The Information Commissioner's Office (ICO) (law enforcement);
- National Crime Agency (Law enforcement)
- Other law enforcement bodies
- Customer Relationship Management and Product Sourcing Systems (day to day processing of your data).

Under the Data Protection Act, the lawful bases we rely on for processing this information are:

- **We have a contractual obligation.**
- **We have a legal obligation.**
- **We have a legitimate interest.**

How we store your personal information:

Your information is securely stored in electronic format using our customer relationship management system. Additionally, we also make use of product sourcing technology provided by Mortgage Brain, Iress, iPipeline and AIR sourcing.

We keep the above personal information for as long as is necessary to fulfil our regulatory and legal responsibilities. This means that we will retain your information for as long as you are legally able to file a complaint or as long as we have a legal obligation to do so under Anti-Money Laundering legislation. We will then dispose your information by permanently deleting from our files.

Your data protection rights:

Under data protection law, you have certain 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 right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, 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: dpo@therightmortgage.co.uk 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 dpo@therightmortgage.co.uk

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: www.ico.org.uk