



Redgate Specialist Finance Limited Privacy Notice

Who we are

Redgate is a trading style of Redgate Specialist Finance Limited (Co.Reg 14457414) and are Commercial Finance Brokers. Our registered address is 10 Scandia-Hus Business Park, Felcourt Road, East Grinstead, Surrey, RH19 2LP. Our offices are situated at The Bake House, 13B Holmesdale Road, Reigate, Surrey, RH2 0BA.

Redgate Specialist Finance Limited is authorised and regulated by the FCA with reference number 988030. The Broker's authorisation and permitted activities can be viewed on the Financial Services Register by visiting the FCA's website at <https://register.fca.org.uk/>

What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Personal asset and liability information
- Personal income and expenditure data
- Personal bank statements
- Details of your professional advisors

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:

- Complete a client fact find document
- Provide information / documents we request from you to assist our credit broking
- Provide feedback or answer questions we ask via email
- Use or view our website via your browsers cookies
- 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.

Our Company may also receive your data indirectly from the following sources:

- Experian or similar credit reference agency

How will we use your data?

Our Company collects your data so that we can:

- Process your application and manage your request.
- Provide an accurate recommendation for your current circumstances

When Redgate processes your data, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

We may pass your data to our panel of lenders to enable them to consider your lending application.



How do we store your data?

Our Company securely stores your data at The Bake House, 13B Holmesdale Road, Reigate, Surrey, RH2 0BA. Your electronic data is stored via Google Drive cloud storage based system using 2 factor authentication to provide secure access to personal information.

Our Company will keep your data for six years. Once this time period has expired, we will delete your data from our storage device.

Marketing

Redgate will not market you or share your data with third party marketing agencies.

What are your data protection rights?

Redgate 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 organisation, 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 at our email:

Call us on 01737 947707

Or write to us at The Bake House, 13B Holmesdale Road, Reigate, Surrey, RH2 0BA

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.



For further information, visit www.allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

Functionality – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

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 28th February 2023.

A link to our up to date privacy notice is available in all emails we send.

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: office@redgatesf.com

Call us: 01737 947707

Or write to us at: The Bake House, 13B Holmesdale Road, Reigate, Surrey, RH2 0BA

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 at www.ico.org.uk