

# Privacy Statement

**Oakley Financial Solutions Ltd are committed to protecting the privacy of its users and we therefore ask that you please read our Privacy Policy before providing us with any information about you or any other person ("Personal Information").**

## **Our Use of Your Personal Information**

The Oakley Financial Solutions Ltd website does not store or capture personal information about you when you visit it, it merely records traffic information. This means information about all of our visitors collectively, for example how many visits the website receives. In order to respect our visitors' rights of privacy, this information is anonymous and no individual visitor can be identified from it. We will only collect personal information about you if you send us an e mail enquiry via the 'contact us' facility. In order for this to happen, you will need to fill out the on line form. The type of information being collected will be apparent from the layout of the form, which also tells you how this information will be used.

We take all reasonable precautions to protect our visitors' information, both on and off line. If your personal information changes, please let us know and we will correct, update or remove any information that we hold about you on our active databases. We may however need to retain archive copies of that personal information for legal or audit purposes. If you have any queries regarding the way in which Oakley Financial Solutions Ltd handles data collected from you on this website, please contact us.

## **When might we disclose your Personal Information to Others?**

Please be assured that except for the reasons listed below, we will not disclose your Personal Information to others.

We may disclose your Personal Information to others in the following circumstances and/or for the following purposes:

- Where it is necessary for the provision of information or services to you;
- Where we are required to do so by the courts or to comply with other legal, statutory and/or regulatory obligations including accounting and taxation requirements;
- To prevent and/or detect crime;
- Where we believe that you may be interested in the services offered by other organisations including our group companies.
- Please contact us if you would like details about these companies; For credit reference purposes.

## **Monitoring**

Please note that if you communicate with us electronically, including by e-mail, telephone or fax, this communication may be randomly monitored and/or recorded to protect the interests of our business and our customers. This includes for the purposes of maintaining customer/service quality standards, detection of and/or prevention of crime and to ensure that Oakley Financial Solutions Ltd employees comply with legal obligations, policies and procedures (including our customer relations practices).

## **Hyperlink**

We may provide hyperlinks from this web site ('the Site') to web sites of other organisations including websites of associated companies. Please note that this Privacy Policy applies only to this Site and that Oakley Financial Solutions Ltd will not be liable for the contents of linked web sites or any transactions carried out with organisations operating those web sites.

## **Requests for Access to Personal Information**

We are happy to provide you with details of the Personal Information, which we possess about you. To protect our customers' personal information, we follow strict storage and disclosure procedures, which mean that we will require proof of identity from you prior to disclosing such information. We may charge a small administration fee in relation to any requests for access to personal information. Please direct any such request to the Data Protection Officer, Oakley Financial Solutions Ltd Courthill House, 60 Water Lane, Wilmslow, Cheshire, SK9 5AJ.

### **Information Updates**

Please help us to keep your Personal Information current and accurate by contacting us if your Personal Information is or becomes inaccurate and/or out-of-date.

### **Contacting Us**

If you do not want us to use your Personal Information in the manner set out in this Privacy Policy, need to advise us of any changes to your personal information, or would like any more information about the way in which we collect and use your Personal Information, please contact us at Oakley Financial Solutions Ltd, Courthill House, 60 Water Lane, Wilmslow, Cheshire, SK9 5AJ or telephone us at 0844 7361477.

### **Security**

As you may be aware, no data transmission over the internet can be entirely secure. As a result, while we will always use reasonable endeavours to protect your Personal Information, we cannot guarantee the security of your Personal Information and the use of our Site (including the e-mail facilities) is at your own risk.

### **Changes to this Privacy Policy**

This Privacy Policy will change from time to time, and you should check the Site on a regular basis to ensure that you are aware of our most recent policies (including this Privacy Policy and the Terms relating to your use of the Site).

### **User declaration**

By providing Oakley Financial Solutions Ltd with any Personal Information you consent to the use of your Personal Information for the purposes and in the manner set out in this Privacy Policy.