

DATA PROTECTION DECLARATION FOR RICHARD JACOBS PENSION & TRUSTEE SERVICES LTD

Please note that all telephone calls are recorded for monitoring purposes

Your personal information is very important to us. We will endeavour to take all due care to protect your information. We would like to highlight certain points which we feel you should be aware, which are detailed below.

Why do we Collect Personal Data

At our initial meeting with you we will conduct a fact finding exercise which means collecting personal information from you via a written form and discussion. This will include address, date of birth, dependents and financial details. This enables us to get to know you which in turn enables us to make an informed recommendation for your needs. In most circumstances we are unable to make a recommendation without “knowing our client”. The fact finding exercise may be conducted with our adviser or a member of our team. We may also decide that you should be treated as a vulnerable client. This means that we take further steps to ensure that any vulnerability is taken into account.

What Happens with your Data

All of the data you provide us with will then be transferred onto our database. A copy of the actual fact find is scanned on and then shredded. We use an external shredding company to ensure that all of our documents are shredded safely and securely. Our database has a very high level of security and is backed up in several ways. We do use mobile devices and these are all encrypted.

Friendly advice that's right for you

Registered Office: Richard Jacobs Pension And Trustee Services Limited
13 Brindley Court, Dalewood Road, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire, ST5 9QA
T: 0044(0)1782 557800 E: richard@jacobs-pensions.co.uk W: jacobs-pensions.co.uk
Company No: 02706364 Authorised and Regulated by the Financial Conduct Authority

How Will We Use Your Data

We will use your data to ensure that we provide the best service and recommendation for your needs. Your data will be used in the office, 13 Brindley Court and also on external encrypted devices. We will also need to pass on your data to third party companies, ie insurance companies, product providers, investment houses in order for us to obtain information and obtain quotations. We may also be required to pass on information regarding compliance or regulatory return issues. This may be transferred electronically or by means which we feel appropriate at that time and you agree that these third parties may contact you direct. We would also like to send you emails that may be of interest to you concerning markets or products. We will always endeavour to keep your records up to date and accurate, however, we do rely on you to pass this information to us. We will never knowingly pass on or sell your details to direct marketing companies.

Product providers and investment companies may administer policies / plans you have with them from locations outside Europe, such as India and the USA that do not always have the standard of data protection as the UK. However, they are required to put in controls to ensure that your data is adequately protected and they undertake to be bound by the obligations under the Data Protection Act even when your data is processed outside of Europe.

How Long Will We Keep Your Data

We are Authorised & Regulated by the Financial Conduct Authority and they require us to keep data for the following periods

- Pension transfers – indefinitely
- Other areas of advice – 7 Years or as long as you are our client

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Your Consent to Richard Jacobs Pension & Trustee Services Ltd Data Protection Declaration

Personal Data - Information supplied may be stored on computer and paper and may be used for record keeping, market or product information mailshots/emails, contacting insurance companies/ product providers/ investment houses, compliance and regulatory returns.

Do you consent? Yes / No

Yes / No

Signature _____

Print Name _____

Date _____

Richard Jacobs Pension & Trustee Services to contact you - We may contact you at any point in the future including e mail, telephone or letter for ongoing services, market updates and marketing purposes ie.products or services we think you may be interested in.

Do you consent? Yes / No

Yes / No

Signature _____

Print Name _____

Date _____

You have the ability to opt out of the above at any time by writing, e mailing or calling Kate Barnard. However, this may impact on how we provide advice in the future. Please note that, due to certain exceptions, you are entitled to have access to your personal data held by us.

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