



## 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. Your rights are as follows:

- 1) Right to be informed, collection of personal data and what happens with your data, how we will use your data
- 2) Right to access
- 3) Right to rectification
- 4) Right to erasure
- 5) Right to restrict processing
- 6) Right to data portability
- 7) Right to object

### ***Right To Be Informed - Why & How 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.



### ***Right To Be Informed - 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.

### ***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.



### ***Right to Access***

You can request a copy of the information we hold at any time. This can be provided at no cost and will be produced within 1 month. You have the right to ask that we transfer the information from one organisation to another.

### ***Right to Rectification***

You can ask us to rectify any information that you think is inaccurate and also ask us to complete information that you think is incomplete. Evidence may be requested.

### ***Right to Erasure***

You can submit a right to be forgotten, request that your details are erased. However, we are Authorised & Regulated by the Financial Conduct Authority. We keep data indefinitely. If we do not keep data this can be detrimental to you and our business should an Financial Ombudsman Service claim ever arise. If business is not conducted then data will be stored for one year unless a request is received.

### ***Right to Restrict Processing***

You have the right to restrict processing if you think that our data is inaccurate, or you can use this right rather than a request for deletion.

### ***Right to Object***

You can opt out of our direct marketing at any time.



Should you have any queries concerning the above please contact Kate Barnard 01782557800.

You can also contact the Information Commissioners Office on 0303 123 1113.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF



**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.*