



Stour Vale Finance Company Limited
Commercial House, High St, Brockmoor,
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Phone 01384 483499
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Privacy Policy

GDPR FPN v1 5/2018

Your personal data and how we store and process it:

Stour Vale Finance Company Ltd ('Stour Vale') is the 'Controller' of personal data provided to us by customers

Stour Vale Finance Company Ltd ('Stour Vale') is the 'Processor' of personal data provided to us by third parties.

Company registration number 00709939 (England)

Registered address Commercial House, High St, Brockmoor, DY5 3JA

Authorised and Regulated by the Financial Conduct Authority FRN670955

Registered with the Information Commission, Data Protection Number Z7379858

WHY WE NEED INFORMATION ABOUT YOU

In order to process your application for finance, we (Stour Vale) will collect information relevant to the consideration of your application. This may come from your finance application, a Credit Reference Agency, from the evidence you supply or from third parties. We need this information so that we can assess creditworthiness, product suitability, make identity checks, verify the information you have provided and prevent criminal activity. Then if you go ahead with finance from us, we may need to keep this information to review the lending decision, manage your account, trace and recover debts and prevent or identify criminal activity.

WHAT HAPPENS TO YOUR APPLICATION DATA: SEARCHING WITH A CREDIT REFERENCE AGENCY

In order to obtain information from your credit file, we will supply a Credit Reference Agency with your personal information (eg name, address, date of birth). They will then provide us with information about you which may include details about your financial situation and financial history, in addition to voters roll information.

The Credit Reference Agency may make a record of our enquiry. However, as a general practice, we use a 'quotation' search with the Credit Reference Agency, which avoids leaving a 'footprint' of your application on your Credit Report.

WHY WE MIGHT SEE CREDIT REFERENCE DATA FROM YOUR CLOSE ASSOCIATES

Sometimes Credit Reference Agencies make links between people that they have reason to believe are financially connected. So a search on your Credit Reference file may reveal information about someone connected to you. And a search on someone connected to you may reveal information about you from your credit reference file.

WHAT HAPPENS TO YOUR DATA WHILE YOUR ACCOUNT IS RUNNING

If you enter into a finance Agreement with us, we will make regular reports to a Credit Reference Agency regarding the running and status of your Agreement, and the Credit Reference Agency may share this information with other organisations.

The information we have received and details relevant to the running of your account with us may be recorded and stored by us on the basis that it is relevant to your application for finance, the running of the Agreement, debt recovery or to show compliance with regulations.

Your personal data will be held in our records and processed by staff in the United Kingdom. No third parties will have access to it unless there is a legal requirement or operational necessity.

IMPORTANT: HAVING A JOINT APPLICATION OR AGREEMENT CAN CREATE A LINK BETWEEN TWO PEOPLE

If you are making a joint application or have a joint agreement, this may create a financial link between you and the other person, which could cause the Credit Reference Agency to link your financial data. This means that an organisation that looks at your Credit Reference file in the future will see information about the other person, and vice versa. So you should make sure you discuss this with them before going any further, bearing in mind these links may remain on your and their files until your records are successfully disassociated

SHARING WITH THIRD PARTIES FOR MARKETING

We will not share your data with third parties for marketing purposes, unless you specifically authorise us to do so.

SENSITIVE DATA

Where data is considered to be 'sensitive' we will need your specific permission to record this type of information. If you do not give permission, we will not make a record of the 'sensitive' information. Please bear in mind that it may be in your interest to grant us permission to record sensitive information, so that we can take into consideration your circumstances when making decisions about your account with us.

INFORMATION WILL BE DESTROYED OR DELETED WHEN IT IS NO LONGER REQUIRED

If you do not enter into a finance Agreement with us, we will keep the information we hold for a limited period after your finance application has been processed. Keeping information on record for an appropriate period will enable us to refer back to your application at a later stage if you return to us with another finance request. It will also enable us to demonstrate compliance to the Finance Conduct Authority. But after this time, your information will be destroyed or deleted.

If you enter into a finance Agreement with us, we will keep the information we hold for a limited period after your finance agreement has been closed.. This will enable us to refer back to information about your account at a later stage, if you return to us with another finance request or query about your account. It will also enable us to demonstrate compliance to the Finance Conduct Authority and to recover delinquent debts if sums were written off. But after a suitable period, your data will be destroyed or deleted.

HOW TO FIND OUT MORE

If you have any specific queries, or if you would like to make a Data Access Request, please don't hesitate to contact us. If you want to know more about how the Credit Reference Agency handles data, go to the CRAIN link on the website. If you require a printed copies or these data handling policies, please let us know.