

## Our Commitment To Privacy

Your privacy is important to us. We are committed to protecting the security of your personal information and complying with the Data Protection Act (1998). To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used.

## The Information We Collect

We will use the information you provide to help us provide advice, for running and monitoring your plan and for statistical analysis. We will keep your personal information only for as long as necessary. We may record telephone calls for training, security and monitoring purposes.

For purchases we retain the transaction number that identifies your payment from our Credit Card agency or from PayPal depending on your payment method. Using this transaction number, we can obtain more information about you in exceptional circumstances, but this information is not collected, processed or stored by us.

## The Way We Use Information

We use the information you provide about yourself when placing an order only to complete that order. We do not share this information with outside parties except to the extent necessary to complete that order.

We use reputable businesses from time to time to supply us with a range of services such as delivery of documentation and compliance advice and support and it may be necessary to share your information with those businesses. We will, of course, ensure that your information is secure and adequately protected and processed in line with the Data Protection Act (1998). We will not transfer your data to any other third parties unless you ask us to or we are required to do so by law.

The Service that you purchase is never shared with third parties. This information is totally confidential between you and us.

The one exception to this confidentiality is that if you purchase a document and you fail to pay for the document after we have supplied it, then we will share your email address with our debt collection agency and will publish whatever information we can obtain to help recover the debt.

We use non-identifying and aggregate information to better design our website and to share with advertisers. For example, we may tell an advertiser that X number of individuals visited a certain area on our website, but we would not disclose anything that could be used to identify those individuals.

We will use your contact information to keep you updated about products and services which we offer. If you do not wish to be contacted in this way, please contact the Data Protection Officer at [info@clearyourmortgage.co.uk](mailto:info@clearyourmortgage.co.uk). We would like to send you information about the products and services of carefully selected third parties by post, telephone, email and text messaging. We will not pass your details to any of these third parties. You will be given the opportunity (at the time you enter into an agreement with us or before you provide us with any personal information) to tell us that you do not wish to be contacted in this way.

## Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

## Privacy Policy

### Cookies

Our website may contain links to other websites. These are external links and we have no control over the content. You take full responsibility for your use of any external websites.

Our site may contain “cookies”. Cookies are small files which many web sites transfer to your hard disk. They can inform the web site what pages you visit, and your preferences, which enable web sites to provide you with a more personalised service. Cookies help us to understand more about how our web site is used and to improve our site. You can set your browser to refuse cookies, or to warn you before accepting them. Most parts of our site can be accessed even if your cookies are turned off. You may find there are parts of the site which you cannot access if your cookies are turned off. You can obtain further information about cookies from [www.aboutcookies.org](http://www.aboutcookies.org) and/or [www.allaboutcookies.org](http://www.allaboutcookies.org). These are third party sites and are not operated by us.

### How You Can Access or Correct Your Information

You can access all your personally identifiable information that we collect online and maintain by registering on the website using your email address. Once registered on to our online portal, from this page you can see all your details. We use this procedure to better safeguard your information.

You can correct factual errors relating to your personally identifiable information directly on our online portal.

To protect your privacy and security, we take reasonable steps to verify your identity before granting access or making corrections.

We keep our Privacy Policy under regular review and we will place any updates on this webpage.

If you do not agree with our policy then you should not enter any of your personal information on this website

### How to Contact us

Should you have other questions or concerns about these privacy policies, please call us 0330 043 9896 or send us an email at [support@clearyourmortgage.co.uk](mailto:support@clearyourmortgage.co.uk)