

## Privacy Policy for Loan Applicants

In this policy we set out how we use your personal information as part of the application process and thereafter. Please read this carefully.

### Completing the form online

When you complete the form on our website [www.carcashpoint.co.uk](http://www.carcashpoint.co.uk), you provide basic information about your vehicle, amount of loan and email and phone contact information. We will use the information provided to contact you to discuss your application and obtain further information from you in order to progress your application.

### What Personal Information We Collect

We collect enough personal information to be able to make a decision about your application for a loan. This will include contact information such as your name, address, email address and phone number. We will also collect information about your income and expenditure to ensure that any loan we offer would be affordable for you. This information may include details about your employer and family circumstances. Finally, we collect information about the vehicle you wish to use to secure the loan. In order to be able to comply with our regulatory requirements we record all incoming and outgoing calls. If you choose not to provide us with the information we request then we may not be able to provide you with the loan requested.

### How We Use Your Personal Information

Our team of assessors will review the information you have provided and decide about your application. We may undertake a number of publicly available online checks, including general name and address searches, land registry, bankruptcy/insolvency register, companies house, employment check, and Thompson Reuters to validate the information you have provided. At this point your loan may be refused (and you will be notified) or pre-approved subject to providing documents to support your application. When your loan is approved, we will maintain the information and update it with payments made, correspondence and other administration as part of the loan repayment process.

### Automated Decision Making

We use automated decision making to reject applications where the vehicle to which the loan would be secured is more than 10 years old.

### Who we share your information with

We aim to ensure the security of your information but there are times when we need to share it in order to progress or take action regarding your loan. We have a team of national field agents who visit each pre-approved applicant to obtain the documents required to formalise the loan.

Your Bill of Sale paperwork then must be registered with the court. If you default on your loan, we may need to take possession of the vehicle and we have a team of recovery agents who would undertake this on our behalf. We never sell or share your information with third parties for marketing purposes.

### Where your information is stored

All our business information is stored within the European Economic Area (EEA). We have a CRM where all our loan applicant's information is securely stored. Emails and call recordings are held on a secure server.

### How Long We Hold Your Information

We retain your loan application information for a period of seven years post loan repayment. We need to do this for accounting and regulatory purposes.

## Our Legal Basis

Under data protection legislation we need a legal basis to process your information. As you are enquiring about a loan agreement, we use contract as our legal basis. We may use your personal information to send you marketing messages and depending on the circumstances, this may be with your consent or because it is in our legitimate interest. You will always be given the option to unsubscribe from marketing messages.

## What are your rights?

You have a number of rights about how the personal information you provide can be used. These are:

- Transparency over how we use your personal information (right to be informed).
- The ability to request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- Update or amend the information we hold about you if it is wrong (right of rectification).
- Ask us to stop using your information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be 'forgotten').
- Object to the processing of your information for marketing purposes (right to object).
- Obtain and reuse your personal information for your own purposes (right to data portability).
- Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you would like to know more about your rights under the data protection law, please contact us or you can find out more at the Information Commissioners Office website.

## How to contact us

If you wish to talk through anything in this privacy policy, find out more about your rights or obtain a copy of the information we hold about you, please contact us, we will be happy to help.

If you wish to raise a complaint on how we have handled your personal information, you can contact our data protection officer who will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal information in accordance with the law you can complain to the Information Commissioner's Office (ICO).

If you wish to talk to us about anything in the policy or the information we hold about you please contact us:

By telephone: 0370 218 8265

By email: [info@carcashpoint.co.uk](mailto:info@carcashpoint.co.uk)

By post: Car Cash Point Ltd, Suite 3B, Lyttelton House, 2 Lyttelton Road, London, N2 9EF

Please note that all calls to us are recorded for regulatory purposes.

## About Us

Car Cash Point is regulated by the Financial Conduct Authority (Registration No. 670218) and is a limited company registered in England and Wales (Company No. 07345897). Our normal place of business is Suite 3B, Lyttelton House, 2 Lyttelton Road, London, N2 9EF.

## Updating this policy

We update this policy from time to time. You will be able to find the updated version on our website.

Last updated: September 2019