

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, 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.

Credit Reference Data

Please read the following information very carefully:

As a responsible lender, Car Cash Point Ltd has a legal obligation to take steps to ensure that our customers are creditworthy.

We use a variety of methods to try to make sure that we do not lend money to people who are in financial difficulty. One of these is to carry out a credit reference check. In order to do this, we shall pass the personal data that you provide to us in your loan application to a credit reference agency (CRA) called Perfect Data Solutions Limited which trades as Lending Metrics. Lending Metrics provide us with data about a customer's credit history and borrowing habits. You can contact Lending Metrics at Lancaster Court, 8 Barnes Wallis Road, Fareham, Hampshire, PO15 5TU in writing to request the information that they hold about you (please note, a small statutory fee may be payable).

Important - Your Personal Information

Credit decisions and also the prevention of fraud and money laundering

We may use credit reference and fraud prevention agencies to help us make decisions. What we do and how both we and credit reference and fraud prevention agencies will use your information is detailed in the section called:

A condensed guide to the use of your personal information by ourselves and at Credit Reference and Fraud Prevention Agencies.

By confirming your agreement to proceed you are accepting that we may each use your information in this way.

A condensed guide to the use of your personal information by ourselves and at Credit Reference and Fraud Prevention Agencies

1. When you apply to us to open an account, Car Cash Point will check the following records about you and others (see 2 below)
 - 1.1 Our own database;
 - 1.2 Those at credit reference agencies (CRAs). When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders. They supply to us both public (including the electoral register) and shared credit and fraud prevention information.
 - 1.3 Those at fraud prevention agencies (FPAs).

We will make checks such as assessing this application for credit and verifying identities to prevent and detect crime and money laundering. We may also make periodic searches at CRAs and FPAs to manage your account with us.

**Equifax Ltd
Customer Service Centre
PO Box 10036
Leicester
LE3 4FS
www.equifax.co.uk**

**Perfect Data Solutions Ltd
(trading as LendingMetrics)
Lancaster Court
8 Barnes Wallis Road
Fareham, PO15 5TU
www.lendingmetrics.com**

2. If you are making a joint application or tell us that you have a spouse or financial associate, we will link your records together so you must be sure that you have their agreement to disclose information about them. CRAs also link your records together and these links will remain on your and their files until such time as you or your partner successfully files for a disassociation with the CRAs to break that link.
3. Information on applications will be sent to CRAs and will be recorded by them. Where you borrow from us, we will give details of your accounts and how you manage it/them to CRAs. If you borrow and do not repay in full and on time, CRAs will record the outstanding debt. This information may be supplied to other organisations by CRAs and FPAs to perform similar checks and to trace your whereabouts and recover debts that you owe. Records remain on file for 6 years after they are closed, whether settled by you or defaulted.
4. If you give us false or inaccurate information and we suspect or identify fraud we will record this and may also pass this information to FPAs and other organisations involved in crime and fraud prevention.
5. If you have borrowed from us and do not make payments that you owe us, we will trace your whereabouts and recover debts.
6. Your data may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of DP Laws.

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: 0333 577 4444

By email: info@carcashpoint.co.uk

By post: Car Cash Point Ltd, Suite 3B, Lyttelton House, 2 Lyttelton Road, London, N2 0EF

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 0EF.

[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 2020