



# A Guide to your Personal Information



## IMPORTANT DATA PROTECTION

Guide to the use of your personal information  
by us and at Credit Reference and Fraud Prevention Agencies

[www.precisemortgages.co.uk](http://www.precisemortgages.co.uk)

## PLEASE READ THIS VERY CAREFULLY

### 1. When you apply for a mortgage, we will:

- Check our own records for information on your personal or business accounts and the accounts of anyone financially linked with you [financial associates] e.g. joint accounts.
- Search at credit reference agencies for information on your personal or business accounts and the accounts of anyone financially linked with you [financial associates] e.g. joint accounts.  
Very occasionally if there is insufficient information to enable us to assist you, we may also use information about other members of your family.
- Search at fraud prevention agencies for information on you and any addresses at which you have lived and on your business [if you have one].

### 2. What we do with the information you supply to us as part of the application:

- Information that is supplied to us will be sent to the credit reference agencies
- If you are making a joint application or tell us that you have a spouse or financial associate, we will:
  - Search, link and/or record information at credit reference agencies about you both
  - Link any individual identified as your financial associate, in our own records
  - Take both your and their information into account in future applications by either or both of you
  - Continue this linking until the account closes, or is changed to a sole account and one of you notifies us that you are no longer linked

### You must ensure that you have their agreement to disclose information about them.

- 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 fraud prevention agencies and other organisations involved in crime and fraud prevention
- Your data may also be used by us to offer you other products, but only if you have given your permission on the application form. If you wish to change your permission, you can contact us at anytime by any means convenient to you.

### 3. With the information that we obtain we will:

- Assess this application for credit;
- Check details on applications for credit and credit related or other facilities;
- Verify your identity and identity of your spouse, partner or other directors/partners;
- Undertake checks for the prevention and detection of crime, fraud and/or money laundering;
- We may use scoring methods to assess this application and to verify your identity;
- Manage your personal and/or business account [if you have one] with ourselves;
- Undertake periodical statistical analysis or testing to ensure the accuracy of existing and future products and services; and
- Any or all of these processes may be automated.

### 4. What we do when you have a mortgage:

- We will give details of your personal and/or business account (if you have one), including names and parties to the account and how you manage it/them to credit reference agencies.
- If you do not repay in full and on time, we will tell credit reference agencies.
- We may make searches of our own group records and at credit reference agencies as often as we choose to manage your account with us, including whether to make credit available or to continue or extend existing credit. We may also check at fraud prevention agencies to prevent or detect fraud.
- If you do not make payments that you owe us, we will trace your whereabouts and recover debts.



## What Credit Reference and Fraud Prevention Agencies do

### 5. When credit reference agencies receive a search from us they will:-

- Place a search "footprint" on your credit file whether or not this application proceeds. If the search was for a credit application the record of that search may be seen by other organisations when you apply for credit in the future.
- Link together the records of you and anyone that you have advised is your financial associate including previous and subsequent names of parties to the account. Links between financial associates will remain on your and their files until such time as you or your partner successfully files for a disassociation with the credit reference agencies.

### 6. Supply to us:-

- Credit information such as previous applications and the conduct of the accounts in your name and of your associate(s) (if there is a link between you) and/or your business accounts (if you have one).
- Public information such as County Court Judgments (CCJs) and bankruptcies.
- Electoral Register information.
- Fraud prevention information.

### 7. When information is supplied by us, to them, on your account(s):-

- Credit reference agencies will record the details that are supplied on your personal and/or business account (if you have one) including any previous and subsequent names that have been used by the account holders and how you/they manage it/them.
- If you borrow and do not repay in full and on time, credit reference agencies will record the outstanding debt.
- Records shared with credit reference agencies remain on file for 6 years after they are closed, whether settled by you or defaulted.

### 8. How your data will NOT be used by credit reference agencies:-

- It will not be used to create a blacklist.
- It will not be used by the credit reference agency to make a decision.

### 9. How your data WILL be used by credit reference agencies:-

- The information which we and other organisations provide to the credit reference agencies about you, your financial associates and your business (if you have one) may be supplied by credit reference agencies to other organisations and used by them to:
  - Prevent crime, fraud and money laundering by, for example checking details provided on applications for credit and credit related or other facilities.
  - Check the operation of credit and credit-related accounts.
  - Verify your identity if you or your financial associate applies for other facilities.
  - Make decisions on credit and credit related services about you, your partner, other members of your household or your business.
  - Manage your personal, your partner's and/or business (if you have one) credit or credit related account or other facilities.
  - Trace your whereabouts and recover debts that you owe.
  - Undertake statistical analysis and system testing.



#### 10. How your data may be used by fraud prevention agencies:

- The information which we provide to the fraud prevention agencies about you, your financial associates and your business (if you have one) may be supplied by fraud prevention agencies to other organisations and used by them and us to : -
  - Prevent crime, fraud and money laundering by, for example;
    - Checking details provided on applications for credit and credit related or other facilities.
    - Managing credit and credit related accounts or facilities.
    - Cross checking details provided on proposals and claims for all types of insurance.
    - Checking details on applications for jobs or when checked as part of employment.
- Verify your identity if you or your financial associate applies for other facilities including all types of insurance proposals and claims.
- Trace your whereabouts and recover debts that you owe.
- Conduct other checks to prevent or detect fraud.
- Undertake statistical analysis and system testing.
- Your data may also be used for other purposes for which you give your specific permission, for any purpose referred to in any loan or mortgage with us, or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998.
- Your data may also be used to offer you other products, but only where permitted.

#### Telephone calls

We may record and monitor telephone conversations between you and us at our discretion, for security, quality and/or training purposes.

#### How to find out more

You have the right of access to the information that we hold about you. You can obtain [on payment of a £10 fee] a copy of your personal information held by us by writing to the **Data Protection Officer** at **Precise Mortgages, PO Box 6037, Wolverhampton WV1 9QW**. If anything is inaccurate or incorrect, you must let us know so we can correct it.

You can also contact the credit reference agencies operating in the UK. The information they hold may not be the same so it is worth contacting them all. They will charge you a small statutory fee.

#### CallCredit,

**Consumer Services Team, PO Box 491, Leeds, LS3 1WZ** or call **0870 060 1414**

#### Equifax PLC

**Credit File Advice Centre, PO Box 3001, Bradford, BD1 5US** or call **0870 010 0583** or log on to **www.myequifax.co.uk**

#### Experian

**Consumer Help Service, PO Box 8000, Nottingham NG80 7WF** or call **0844 481 8000** or log on to **www.experian.co.uk**

We can provide literature in large print, Braille and audio tape. Please ask us for alternative literature if you need it.

