

This is Prome Ltd

Privacy Policy

11th September 2020

Our contact details

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E-mail: info@thisisprome.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Financial information (income and financial commitments and any other relevant information for mortgage purposes)
- Health & family details (for insurance purposes)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For mortgage and/or insurance purposes.

We use the information that you have given us in order to apply for mortgages and or insurances.

We may share this information with mortgage lenders and/or insurance companies.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us by phone or email.

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored on a cloud-based platform and by our Network partners for upto 7 years in order to comply with the regulations set by the FCA, at which point, your data will be deleted.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us info@thisisprome.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@thisisprome.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date: xx/xx/xxxx