

It's all about you...

Overview

Beneficial are a regulated mortgage broker network. In simpler terms what this means is that we have brokers all over the country that are qualified to provide you with mortgage, life insurance and general insurance advice. Although these brokers are self-employed, we are responsible for ensuring that they act in accordance with regulation to protect you.

Our brokers provide you with options in relation to mortgages and protection products dependant on your individual circumstances, goals and needs from our panel of lenders and insurers.

Due to this both beneficial and our brokers may ask you for personal information. This can include medical information, family history, financial information and personal identification.

We ask you for this information to ensure you are offered a product that is suitable to your individual circumstances.

Our brokers provide you with a service by reviewing all your personal details against the various products that are available from our panel of lenders and insurers, to present you with the best option available to you. Our brokers do get paid for providing you with this advice. This can take place in

various ways, for example, through broker fees and procuration fees (which is a payment made directly from the lender). These payments are in place to pay the broker for the time that they have spent on your case. All these fees are clearly presented in your paperwork through the initial discloser document (IDD), fee agreement, application and key facts information (KFI).

Your Rights

You can;

- Request all personal information that we hold for you.
- Request that we explain how we use your personal data in further detail.
- Ask us to correct, delete, restrict or stop using your personal data (details of to what extend will be provided along with your request)
- Ask us to send your personal data to another organisation if you wish, however, to do this we would need your written consent.
- Withdraw any consent that you have previously given in relation to marketing or any consent in its entirety at any point.

What does “personal data” mean?

In a nutshell, personal data is information about you that identifies you, either directly or indirectly.

An example of directly can be information including; your name, address, telephone number or date of birth.

An example of indirectly can include things like your family history, employment status or information that can be associated with your cultural social identity.

What personal data do you record?

It really depends on the type of product you are looking to obtain. For example, when looking for life insurance, its very important to take medical information in order to ensure you are correctly covered, however with a mortgage this information may not be needed.

We follow the guidelines as set out in the Data Protection Act (2018) and ensure that all information we take is needed to ensure your best interests and is not excessive.

That being said, we record a mixture of information that can both directly and indirectly identify you.

As we service people all over the country in a variety of different circumstances, we can take a great variety of data but take a deep breath as we give you a list of the information we may need to take and do take on a daily basis to ensure people make their goals reality;

- Your title, names, date of birth, gender, civil/marital status, addresses
- Telephone numbers, emails addresses and personal ID
- Proof of residency
- Your employment information such as salary, payslips, benefit information, bonus, sick pay, role and your length in the role.
- Your financial information, bank statements, existing mortgages, savings statements
- Your income and expenditure – to make sure getting you to your goal doesn't result in you loosing your quality of life!
- Your medical information, family history, test results and GP details.

What happens to my data once I have provided you with it?

When you provide us with your data we do the following things;

- Record and store your personal data in paper files and on our computer systems. Your data is recorded on your personal case

record in our internal CRM. Your data can only be viewed by your broker and the employees that work for beneficial. These records are only accessed when necessary to administrate your account or provide you with a service.

- Brokers will share your personal data to lenders or providers in order for you to obtain you a product. We do this through secure portals. We pass this information to a “third party” (the lenders or providers) in order for us to progress any application made to the provider on your behalf.
- We also use your data for customer service purposes, for example answering any questions you have, handling any complaints and also courtesy calls to ensure your product is still suitable.
- We may also contact you for marketing or contact purposes.

Why do you need to record/process my data?

To put it simply, when you make contact with either ourselves or our brokers it is usually to obtain a mortgage or an insurance product.

We ask you for information in relation to your finances, health and identification to ensure that the product meets your needs.

Where do you get my data from?

We collect some information from introducers (an introducers is an outsourcer we enlist to provide us with customers that are interested in the products we provide). This tends to be information such as your name, contact details and what you are looking for.

Many of our brokers obtain contact details from customers as they have been working with them for a long time.

Some of our brokers are provided with information directly from you at events or perhaps you have responded to an advertisement or a social media post.

None of our brokers will contact you if you have not opted into being contacted and we do not cold call under any circumstances.

We keep a record of all introducers and all sources of your information so should you ever be concerned or think you may have been contacted without our permission, please let us know and we can tell you where the information has come from.

The majority of your personal data comes directly from you during the process of you applying for an insurance or a mortgage product.

How long do you keep my data?

We keep your data for 6 years, at which point we securely dispose of any information that can directly identify you.

Some of our brokers operate a paperless environment which means that they will destroy paper copies through secure means once they have been added to our CRM. For that reason, we will be able to provide you with a copy of the information for 6 years however in most cases will not be able to provide you with the hard copy back.

What if I don't want you to keep my data for that amount of time?

That's not a problem! Just let us know.

You can either write to the address provided on page 5 or you can give us a call and we'd be happy to ensure that your data is removed.

If you have given us permission and opted into marketing, you can remove this permission at any point and we would be more than happy to help you.

What do you mean by opted in?

You can opt in various different ways. You may have consented to marketing or contact on our GDPR form when applying for a product.

You may have been asked verbally and your answer may have been recorded for you,

or you may have provided your details on our website and selected that you accept this privacy policy and that you consent to being contacted.

If you have agreed to any of these, you have opted in to contact.

Do you share my personal data?

As previously mentioned we do share your personal data with third parties.

Do you sell my personal data?

No, we will never sell your data.

Will I receive marketing from you?

From time to time, we may contact you to offer you a new product that may be suitable.

If you are a potential broker looking to join our network, we may contact you with marketing for our network. That being said we only do this if you have stated that you wish to be contacted in this way.

You can also choose how you want to be contacted, whether this is phone, email, text or post.

Is my personal data safe?

Yes, your privacy is very important to us. We take steps at every stage to ensure that your data is safeguarded and secure in accordance with our legal responsibilities to ensure that your personal data is not accessed unlawfully or maliciously by any third party.

We would also advise that you take steps to safeguard your own privacy and personal data.

You can do this by:

- Ensuring confidential documents sent over email are password protected
- Don't send personal data through unprotected email
- Ensure that secure methods of postage are always used for original documentation

How do I contact you?

If you have any questions or queries in relation to this document, your personal data or if you want to exercise any of your rights set out in this document, you can contact us by any of the following:

Telephone - 0203 476 7483

Email – Manager@beneficiallife.co.uk

Address - Bentinck House/ 3-8 Bolsover Street/ Westminster/ London/ W1W 6AB.

You should contact us immediately if you suspect or have become aware of any unauthorised disclosure of your personal data so we can investigate this.

If you have any concerns or complaints as to how we have handled your personal data, you may register a complaint with the ICO the UK's data protection regulator.

They can be contacted by either of the following:

Website – www.ICO.org.uk/global/contactus

Address -
Information Commissioner's Office
Wycliffe house
Water Lane
Wilmslow
Cheshire
SK9 5AF

How we use your personal data on our website

Potential Brokers

Where	What information we ask for	How is this information processed	How long do you hold this information for
Apply to join the network	Name Telephone number Email address Consent to contact Consent to marketing	Your information is taken and recorded on our internal systems in order for a member of staff to contact you with network details. By stating you have read, understood and agreed to the privacy policy you are consenting to your data being handled in the ways detailed above. We do require your consent to contact. We do not require your consent to marketing to complete your enquiry.	We hold this information for 6 years in the way that is detailed in the privacy notice

Potential customers

Where	What information we ask for	How is this information processed	How long do you hold this information for
Get In Touch	Name Telephone number Email address Consent to contact Consent to marketing	Your information is taken and recorded on our internal systems in order for a member of staff to contact you in relation to your query. By stating you have read, understood and agreed to the privacy policy, you are consenting to your data being handled in the ways detailed above. We do require your consent to contact. We do not require your consent to marketing to complete your enquiry.	We hold this information for 6 years in the way that is detailed in the privacy notice