

Westways Financial Privacy Policy

Our contact details

Name: Westways Financial

Address: 2 Walker Close, Ebbsfleet, Kent, DA10 1BA

Phone Number: 01322 466338

E-mail: info@westwaysfinancial.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)
- We also collect email addresses, customer financial information, employee data, pension information, credit history information, mortgage details

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:

- Processing your mortgage, protection, solicitors, wills, surveys or pensions.

We may share this information with E-conveyancer, Altium Legal and Smooth Move only when you have given us permission to do so.

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

Your consent. You are able to remove your consent at any time. You can do this by contacting us on the above contact details.

How we store your personal information

Your information is securely stored within our CRM system (Smarter365) as well as our company 'Dropbox' files.

We keep any information provided to us for 6 years. We will then dispose your information by removing all details from the database.

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.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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 at

Name: Westways Financial

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Phone Number: 01322 466338

E-mail: info@westwaysfinancial.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@westwaysfinancial.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>