
Use of Cookies

We take our responsibilities under Data Protection Laws seriously, including meeting these conditions. To use your personal data, we will rely on the following lawful grounds (more than one ground may be relevant to each example of our processing):

receipt of your request. Please contact the firm's Data Protection Representative to request this.

'COOKIES'

A 'cookie' is a piece of data that a website transfers to the internet browser on your computer's hard disk, which lets the website "remember" who you are. It will usually contain a unique, randomly generated, number. Major commercial and business websites generally employ cookies. They cannot be used by themselves to identify you, and we will not attempt to use them for this purpose. You can delete cookies manually – if you wish to do so, please consult your browser help manual. (There are also websites that help you do this.) "Session cookies" stay in your browser only until you close it. "Persistent cookies" stay in your browser for longer – how long depends on the "lifetime" of the relevant cookie.

TYPES OF 'COOKIES'

We use session cookies to allow you to carry information across pages and avoid you having to re-type it. We may use persistent cookies, so we can recognise your number (but not identify you further) when you return to our website, and, potentially, to enable us to note your interests, and arrange or edit content to match your interests, or those of borrowers generally, in a better way. Third parties may also serve cookies through this website. They may be used to put together statistics to help understand how people use the site, or to check whether, and how often, particular content is being viewed.

YOUR RIGHT TO DATA PORTABILITY

You have the right to request that data which we hold is passed to another Data Controller for their use on your behalf via a "machine readable" format. This can be requested from the Data Protection Representative of Bath and West Finance.

YOUR RIGHT TO COMPLAIN

You have a right to complain, via our Data Protection Representative, regarding how and why we process, or any errors we have made in the processing of, your data. Your complaint can also be made to the Information Commissioners Office:

Post: ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

DATA RETENTION

Bath and West Finance will only retain your data for as long as is necessary. The retention period will be determined by various criteria including:

- The purpose for which we are using it – we will need to keep the data for as long as is necessary for that purpose; and
- Legal obligations – laws or regulation may set a minimum period for which we have to keep your personal data (for example the holding of accounting records).

DATA STORAGE

We are aware of the importance of safeguarding the information under our control and endeavour to take all reasonable steps to protect it. All data collected through the website or any other means is stored on secure servers and filing system, and we have stringent security and confidentiality procedures covering the storage and disclosure of such information in accordance with the current data protection regulations.

All Data that Bath and West Finance collects is controlled and stored within the UK. We do not transfer data to any entity outside of the UK or the EEA. Where this does occur, we will inform you of the situation and seek your consent prior to the initiation of the transfer.