



Privacy Notice

Updated: May 2024

The General Data Protection Regulation (GDPR)

On 25 May 2018 new data protection legislation, The General Data Protection Regulation (GDPR) comes into force across Europe. The GDPR places additional obligations on us to make sure that we understand the personal data we hold about our clients. We're also required to ensure that all personal data is dealt with in a structured, secure and consistent way.

As a result of the GDPR we have recently reviewed our privacy policy and an updated copy of our privacy notice is attached.

It is important that you read our updated privacy notice as it explains:

- The information we need to collect about you and the reasons why
- How we use this information
- Any third parties we may need to share your information with
- How long we keep hold of your information
- Your rights in relation to the data we hold about you

What information do we collect about you?

- We collect information about you when you engage us for financial planning/financial advice/mortgage advice services. This information will relate to your personal and financial circumstances. It may also include special categories of personal data such as data about your health, if this is necessary for the provision of our services.
- We may also collect information when you voluntarily complete client surveys or provide feedback to us.
- Information relating to usage of our website is collected using cookies. These are text files placed on your computer to collect standard internet log information and visitor behaviour information. For further information visit <http://www.allaboutcookies.org/>. We currently do not use your information collected from the website to personalise your repeat visits to the site.

Information about connected individuals

- We may need to gather personal information about your close family members and dependants in order to provide our service to you effectively. In such cases it will be your responsibility to ensure that you have the consent of the people concerned to pass their information on to us.
- We will provide a copy of this privacy notice for them or, where appropriate, ask you to pass the privacy information to them.

Why do we need to collect and use your personal data?

- We must have a lawful basis to process your personal data. Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

We have a contractual obligation

This is the primary legal basis that we intend to use for processing your data. The personal information that we collect about you is essential for us to be able to effectively carry out the services that we have agreed to deliver to you.

We have a legal obligation

Sometimes, collecting personal data is needed to meet our legal and regulatory obligations. For example, UK anti money laundering legislation may require us to collect personal information to verify your identity.

We will obtain your consent

Special category data, such as that relating to health matters, is often required to provide our services. When this is required, we will obtain your explicit consent to collect and process this information.

From time to time, we may wish to contact you to offer additional products or services which may be of interest to you. To do this, we will obtain your consent.

You may withdraw your consent at any time by notifying us at our main business address.

We have a legitimate interest

We rely on legitimate interest to retain relevant data for the purposes of assessing the appropriateness of our services, defending future complaints, and meeting our Professional Indemnity Insurer's expectations.

How will we use the information about you?

- We collect information about you in order to provide you with the services for which you engage us.

Who might we share your information with?

- *If you agree*, we may email you about other products or services that we think may be of interest to you.
- We will not share your information for marketing purposes with other companies.
- In order to deliver our services to you effectively we may send your details to third parties such as those that we engage for professional compliance, accountancy or legal services as well as product and platform providers that we use to arrange financial products for you.
- Where third parties are involved in processing your data we will have a contract in place with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they will only act in accordance with our written instructions.
- Where it is necessary for your personal data to be forwarded to a third party we will use appropriate security measures to protect your personal data in transit. This would be in the form of password protection to enhance the security of data during transfer and/or encryption of data etc.
- To fulfil our obligations in respect of prevention of money-laundering and other financial crime we may send your details to third party agencies for identity verification purposes. This may be done using online verification software which is delivered safely and securely in accordance with our data security measures.

How long do we keep hold of your information?

- During the course of our relationship with you we will retain personal data which is necessary to provide services to you. We will take all reasonable steps to keep your personal data up to date throughout our relationship.
- We are also subject to regulatory requirements to retain your data for specified minimum periods. These are, generally:
 - Five years for investment business
 - Three years for mortgage business
 - Indefinitely for pension transfers and opt-outs
 - Three years for insurance business
- These are **minimum** periods, during which we have a legal obligation to retain your records.
- We reserve the right to retain data for longer where we believe it is in our legitimate interests to do so, due to the possibility that it may be required in the case of a claim.
- You have the right to request deletion of your personal data. We will comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

How can I access the information you hold about me?

- You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details noted below.
- We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

Marketing

- On occasion, we would like to send you information about our products and services which may be of interest to you. If you have agreed to receive marketing information, you may opt out at a later date.
- You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us by email or post (see below for details).

Cookies

- We use cookies to track visitor use of the website and to compile statistical reports on website activity.
- For further information visit <http://www.allaboutcookies.org/>
- You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

- Our website contains links to other websites. This privacy policy only applies to this firm's website so when you link to other websites you should read their own privacy policies.

What can you do if you are unhappy with how your personal data is processed?

- You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is:

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

Changes to our privacy policy

- We keep our privacy policy under regular review, and we will place any updates on our web page www.famllp.com, and inform you of any changes when they occur.
- This privacy policy was last updated May 2024.

How to contact us

- Please contact us if you have any questions about our privacy policy or information we hold about you:

by email at	enq@famllp.com
Or write to us at	Data Protection Compliance Officer Future Asset Management LLP Number Three Waterton Park Bridgend CF31 3PH

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