

V Gates Ltd

Privacy Policy

Forces Loans is a trading name of V Gates Ltd, Company Registration Number 3573673. We are authorised and regulated by the Financial Conduct Authority (FCA). Our Firm Registration Number is 674017. We are also registered with the Information Commissioner's Office under Data Protection registration number Z816445X.

This Privacy Policy describes the privacy practices of V Gates Ltd with respect to individually identifiable information relating to you, 'Personal Data', that you or third parties provide to Forces Loans. This includes personal data collected or provided on our website at www.forcesloans.co.uk.

For the purposes of the Data Protection Act 1998, the data controller is V Gates Ltd.

By submitting your details and/or using our service, you accept this Privacy Policy and expressly consent to the use and disclosure of your personal information in the manner described below. If you object to any of the potential uses described we will not be able to process your application.

Our Privacy Policy applies to all current and former customers and may change from time to time. We reserve the right to update or modify this Policy at any time, with or without notice.

Please read the following carefully in order to understand the practices of V Gates Ltd in regards to your personal data.

1. Security

- I. We recognise the need for appropriate protection and management of the personal and financial information you share with us. We protect that information by limiting employee access on a need-to-know basis using password protection. We store data in a protected form on computers and control access via secure web pages. We employ firewalls and other security technologies to protect our servers from external attack.
- II. We are subject to UK data protection laws, which we comply with fully and to which we give the greatest respect.
- III. It is important for you to protect against unauthorised access to your computer and personal information. Make sure you sign off when finished when using a shared computer.

2. Collecting your information

- I. We may collect information about you directly from:
 - a. your online application including your name, address, date of birth, employer, income, email address and telephone contact numbers;

- b. third parties such as Credit Reference Agencies (CRAs) and Fraud Prevention Agencies (FPAs);
 - c. your transactions with us, such as payment history and loan balances, and information you provide when you contact our customer service department;
 - d. your computer including, where available, your IP address;
 - e. any correspondence and contact we have with you, including telephone numbers any discussions.
- II. We may use cookies to gather data from your computer. Please see our cookies page for further details.

3. Information we share

- I. We will keep your personal information confidential and only share it with others for purposes explained in this policy.
- II. We have trusted relationships with carefully selected third parties who perform services on our behalf, such as payment processing and email services. All service providers are bound by contract to maintain the security of your personal information and to use it only as permitted by us.
- III. We may share information about you with:
 - a. any firm, organisation or person we use to help us operate our lending business, to collect payments and recover debts or to provide a service on our behalf;
 - b. any person who has told us and who we reasonably believe to be your parent, partner, carer or helper where you are unable to handle your own affairs because of mental capacity or similar issues;
 - c. any payment system we may use;
 - d. any person to whom we sell or transfer (or enter into negotiations to sell or transfer) our business or any of our rights or obligations under any agreement we may have with you. If the transfer or sale goes ahead, the transferee or purchaser may use your personal information in the same way as us;
 - e. regulators, ombudsmen or other authorities, including tax authorities, including those overseas, where we are requested by them to do so;
 - f. CRAs and FPAs or any similar organisation which provides a centralised application matching service that collects information from and about mortgage and/or credit applications, for the purpose of preventing and detecting fraud.

4. Use of your data

- I. We are the data controller and may use data that identifies you (your personal information) to:
 - a. Manage your account and make lending decisions;
 - b. carry out statistical analysis;

- c. develop and improve our products;
 - d. update your records;
 - e. search CRA and FPA records;
 - f. identify which of our, or others' products might interest you;
 - g. assess lending risks;
 - h. identify, prevent, detect or tackle fraud, money laundering and other crime;
 - i. carry out regulatory checks;
 - j. keep you informed about your loan;
 - k. recover any debt you owe us;
 - l. carry out market research in the products and services which we offer to third parties.
- II. By submitting your details and agreeing to the terms of this privacy policy you accept and expressly consent to the use and disclosure of your personal data in the manner described.
- III. If false or inaccurate information is provided, including in relation to a person's identity, and we have reasonable grounds to suspect fraud or we identify fraudulent activity, details about this information, including customer personal data, may be passed to fraud prevention or law enforcement agencies. We and other organisations may also access and use this information to prevent fraud and money laundering, for example when: checking details on applications for credit; managing credit accounts; recovering debt; and checking details of job applicants and employees. We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
- IV. Your data may also be used for other purposes for which you give your permission or where we are permitted to do so by law or it is in the public interest to disclose the information or is otherwise permitted under the terms of the Data Protection Act 1998.

5. Credit Reference Agencies (CRAs) and Fraud Prevention Agencies (FPAs)

- I. When you apply for a loan, we may check the following records about you:
 - a. our own;
 - b. those at CRAs;
 - c. those at FPAs
- II. Whether or not your application is successful, when CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders. Large numbers of applications within a short time period may affect your ability to obtain credit.
- III. They supply to us both public (including the electoral register, county court judgements and bankruptcies) and shared credit and fraud prevention information including information about previous applications and the conduct of your accounts in your and your financial associate(s)' name(s).
- IV. Information held by CRAs and FPAs will be disclosed to us and to other organisations to, for example:

- a. prevent fraud and money laundering and to check and assess applications for credit, credit related or other facilities;
 - b. recover debts that you owe and trace your whereabouts;
 - c. manage credit accounts and other facilities and decide appropriate credit limits;
 - d. verify your identity;
- V. If you give us false or inaccurate information and we have reasonable grounds to suspect fraud or we identify fraud we may record this and may also pass this information to FPAs and other organisations involved in crime and fraud prevention.

6. Declined Applications

- I. If we are unable to offer you a loan when you apply or you decide not to proceed after being approved, we will keep your information for statistical analysis and fraud prevention purposes. We may also contact you about our products and services.

7. Completed and Approved Applications

- I. We will retain your information securely for a minimum period of 5 years or for as long as the law requires.
- II. This information will be used as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.
- III. We may also contact you about our products and services.

8. Access to information

- I. Under the Data Protection Act 1998, you have a right to access certain personal records we hold about you. This is called a 'subject access request', which you can make by emailing to info@forcesloans.co.uk.
- II. We want to make sure that your information is accurate and up to date. You may ask us to correct, update or remove any information that you think is inaccurate.

9. Third party links

- I. Our site may contain links to third party websites. If you follow a link to any of these websites, please note that these websites have their own terms and privacy policies and that we do not accept any responsibility or liability for them.

10. Age

- I. To register with us you must be 18 years of age or older. Minors are strictly forbidden from using the service.