Privacy Policy and use of your information

This privacy policy sets out how Welland Business Finance, a trading style of M W Vehicle Contracts Limited, uses and protects any information that you give Welland Business Finance when you use this website. Welland Business Finance is committed to ensuring that your privacy is protected.

Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Introduction

The purpose of the General Data Protection Regulation 2018 (GDPR) is to ensure that data is collected and used in a responsible and accountable manner. To comply with the act, information must be collected and used fairly, kept safe and not disclosed to any other person unlawfully.

M W Vehicle Contracts Limited, trading as Welland Business Finance, aims to comply with the General Data Protection Regulation 2018 by ensuring that the interests of its clients are safeguarded by regularly reviewing its policies and taking into account the Codes of Practice as issued by the Information Commissioner. We have assessed our lawful status for collecting and processing personal data and have aimed to provide the information contained in a clear and understandable format.

Definitions

The definition of personal data means any information relating to or identifying an individual person.

Data Controller is the person or other body who determines the purposes and means for the processing of personal data.

Data Processor is an individual or other body which processes personal data on behalf of the controller.

Data Protection Officer. Public authorities and large organisations which process special categories of personal data are obligated under GDPR to appoint a Data Protection Officer (DPO). M W Vehicle Contracts Limited does not fall into this category and is therefore not obligated to appoint a DPO. We have however voluntarily used this title for the individual who has taken responsibility within the business for overseeing and monitoring the data protection policies, procedures and compliance with GDPR.

What we collect when you submit an enquiry

When you submit an enquiry, we may collect the following information:

- name and job title
- contact information including email address
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We will only send you promotional material if you have provided us with your specific consent via our opt in preference selection. We may then periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. You will have the right to be removed from our marketing communications at any time by selecting the opt out link provided or emailing us at info@mwvc.co.uk.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

What we collect when you submit a finance application

When you submit a finance application, we may collect the following information:

- Name, date of birth and marital status, number of dependents
- contact information including email address
- address history and property status
- job title and details of your employment – for individuals
- details of your income and expenditure in order to assess affordability
- details of other loans and credit cards
- business details – for sole traders, partnerships and incorporated companies
- bank account details
- we may request a copy of your driving licence

Use of your information, when you submit a finance application

The information provided by you in your completed proposal will be passed to one or more finance companies ("Lender(s)") for the purpose of a credit application. The Lender may use the services of credit reference agencies and fraud prevention agencies in order to access your credit status.

If you are making a joint application, then you must be entitled to disclose the information for any other party in the proposal. If the application is from a business, checks may be sought on the company directors, partners or principal individuals.

A record of the searches will be kept and may be used by other lenders in assessing any future credit applications by you or members of your household. If any false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.

A copy of the credit application will be retained by M W Vehicle Contracts Limited, trading as Welland Business Finance, along with the outcome of the credit application. We will not share the information with any other unconnected parties.

Use of your information if you complete an order with our company

In order for us to source and obtain the asset or vehicle to fulfil your order requirements, limited personal information, including your name, contact and address details will normally need to be passed to a third party, such as a supplier, vehicle dealer, any third party accessory provider and/or a delivery agent in order for delivery of your asset or vehicle to be completed.

Rights regarding automated decision making and profiling

Most of our funders will use automated decision making and profiling when accessing a credit application. An individual has the rights not to be subject solely to automated decision making, this will however exclude an individual from obtaining finance from most lenders.

An individual does have the rights to appeal a credit decision that has been made solely on automated procedures. If declined credit, we would recommend that you obtain a personal credit report from an independent company such as Experian in order to establish the cause of any issue with your personal credit rating.

Security of data

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

All staff are instructed and trained to manage personal data responsibly, data will be kept secure and any documents that are no longer required will be routinely disposed of securely.

Data amendment – Client responsibility

It is important that any client data we hold is accurate and up to date. If you believe that any information we are holding on you is out of date or incorrect, please contact us as soon as possible. We will promptly update and amend your data.

Request for Information

You have the right to obtain a copy of the information that is held about you. This is known as a subject access request. There will not be a charge for this request, unless it is considered to be unfounded or excessive. Your request will be responded to within one month of the request date.

Data Portability

An individual has the right to obtain and reuse their personal data for their own purposes across different services. It allows them to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability.

It only applies when processing is carried out by automated means. A request would need to be submitted to our Data Protection Officer.

Erasure of data

Individuals have the right to request the deletion of held data. If the individual does not have an active finance agreement arranged through our company there is unlikely to be any valid reason for the request not to be completed.

If the individual has an active or recently completed finance agreement, the request may be refused for legitimate business interests. Any request must be submitted to our Data Protection Officer.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Disposal of data

Customer data will only be collected and shared for relevant and legitimate reasons.

M W Vehicle Contracts Limited, trading as Welland Business Finance, will retain and store the data securely and routinely delete data that is no longer required or relevant by secure procedures.

Documents used to assist with obtaining finance approval such as copies of driving licences, bank statements or utility bills will be deleted after the finance application procedures have been completed.

Copies of order forms, proposal forms and finance contracts will be retained for the minimum statutory retention periods or the duration of the agreement if longer. They may be retained longer if they are required for ongoing legitimate business interests.

The maximum period envisaged for our retention of physical data is ten years from the commencement of a finance agreement.

Use of cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. Cookies will be either session cookies or persistent cookies.

We use session cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes. Session cookies are deleted when you close your browser or leave the website.

Persistent cookies are used for a number of different purposes. They can remember your choices and preferences for a website. We will use them to tailor future visits to our website and we may also use them to tailor marketing you see on social media, apps or other websites you visit. You may therefore see adverts for our company when visiting other websites.

Persistent cookies will stay on your device when you close your browser or leave our website. We will ask for your consent to use these types of cookies.

Third party cookies are cookies that are set by a website other than the one you are currently on. For example, the website may have a “Like” or “Share” button for social network sites. If you click on these buttons this party will place a third party cookie on your device.

This cookie may then be used to collect information about which websites you visit. You will need to set your privacy choices on their website to inform them how they may use your data. You can manage third party tracking cookies in your browser settings.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from being able to take full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Data breaches

Should a breach of an individual's data be identified then it is to be reported to the company's designated Data Protection Officer.

The incident will be recorded in our Data Breach log and a decision taken by the Company Data Controller as to the appropriate actions to be taken.

Depending on the extent and nature of the data breach a decision will be made whether to notify and report the issue to the ICO (Information Commissioner's Office).

Data Protection Officer

Our designated Data Protection Officer is:

David Palmer
Operations Director
M W Vehicle Contracts Limited
Unit 24, Park Farm Business Park
Billesdon
Leicestershire
LE7 9FN

Telephone: 0116 259 9548
Email: david.palmer@mwvc.co.uk