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Keys (UK) Limited Data Protection Policy

Data Protection

Keys (UK) Limited is registered with the Data Protection Agency No. Z6548297.

Your privacy is important to us.

Our clients are our business, and their trust, are core to our business. It is for that reason that we are committed to protecting your privacy and any information you provide to us.

Collection of Data

We need to gather personal and financial information about you and the interactions you have with us in order to provide you with products and services.

This includes information obtained from you or third parties, such as employers and credit reference agencies, fraud prevention agencies or other organisations.

We may also collect information about you that is publicly available from search engines, public registers, social media or made available by third parties.

This may include sensitive information about racial or ethnic group, physical or mental health, sexual life, criminal proceedings and offences.

We also record our calls for regulatory, compliance and training purposes.

Call recording is paused when providing card details by phone in line with Payment Card Industry Data Security Standards (PCI DSS).

Security

We use secure systems and databases for storing your information.

We train and remind our staff of their obligations with regard to your information.

We only keep information for as long as required; for example, to be able to provide ongoing services and opportunities and to meet legal and regulatory obligations and internal needs.

When we interact with you on the internet through our website, apps, emails and online services and mobile applications, we use a variety of tools and systems to protect against unauthorised persons and viruses accessing our systems.

This may include encryption processes, passwords, firewalls, virus scanning tools and intrusion detection systems.

Use of Data

We will retain records of all conversations, emails, data and information you have provided whether our business relationship has formally started or not and after our business relationship has ended.

We will retain this information for the following purposes:-

- For the benefit of future or further communications we may have with you.
- For compliance, legal and regulatory purposes.
- In the event of a complaint.

We shall disclose information to relevant authorities where we are required to do so by law.

We may provide information to our regulators and their successors.

Personal information will be passed to lenders, insurance providers and other financial firms in the course of providing our services.

We are legally obliged to verify the identity of our customers and retain these records.

We will provide your information to credit reference and identification check agencies.

In all cases we will perform identification checks including identify and address verification, company checks, employer checks and property checks.

Identification and address documentation will be requested in all cases but we will not discriminate where this simply cannot be provided with a good reason for why this is. However, we cannot guarantee that the lenders will operate on the same basis.

We may from time to time contact you by post, fax or e-mail or via social media channels with details of products and services which may be of interest to you.

If you would prefer NOT to receive this information, please contact us in writing and we will remove you immediately from all mailing lists or tick the appropriate box on the Acceptance of Services form you will receive.

We will never sell, rent or give your details to any third parties for the purposes of marketing. If a third party contacts you, this will be as a result of us having provided your details or a provider purely for the purposes of arranging your finance or insurance and not as a result of us having provided it to the marketer.

You would need to contact the provider to be removed from their mailing lists.

In all cases, where possible, we will indicate on provider documentation not to contact you for the purpose of marketing.

Use of Your Information for Marketing

We reserve the right to use comments, endorsements, reviews, testimonials you provide to us or for the purpose of writing case studies, in our marketing and sales materials, website, blog etc.

Such material would be written anonymously and we would only use identifying details with your express written permission and approval of the content.

Access

You have the right to access information we hold about you.

You can access a copy of these records by writing to us at:-

Keys (UK) Limited 24 Skipworth Road Coventry CV3 2XA

If any of the information we hold is incomplete or inaccurate, please tell us and we will correct it.