

# Ferratum (UK)

## Privacy Policy

### About our Privacy Policy

This privacy policy sets out how Ferratum UK uses and protects any information that you give us when you use our website. Ferratum is committed to ensuring that your privacy is protected. If we ask you to provide certain information by which you can be identified when using our website; you can be assured that it will only be used in accordance with this privacy statement.

Please read this privacy policy before submitting any information about yourself to us. By providing your details, you are accepting the practices described in this privacy policy.

Ferratum may change this policy from time to time by updating this page. You should check this page before submitting an application to ensure that you are happy with any changes.

### Part 1: Ferratum UK Data Collection

#### What we collect

We may collect the following information:

- Name and bank details
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer application surveys and/or offers
- Employment information, including salary frequency, employers name, place of work

#### What we do with the information we gather

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

- Internal record keeping
- We may use the information to improve our products and services
- We may 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
- 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 per your interests.

## Security

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.

## How we use 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 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.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. 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 taking 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.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to Ferratum UK Ltd Suite 318, 25 Goodlass Road, Liverpool, Merseyside, L24 9HJ or emailing us at [customer care@ferratum.co.uk](mailto:customer care@ferratum.co.uk)

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. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. You may request details of personal information which we hold about you under the Data

Protection Act 1998. A £25 fee will be payable. If you would like a copy of the information held on you please write to Ferratum UK Ltd Suite 318, 25 Goodlass Road, Liverpool, Merseyside, L24 9HJ.

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect

## Part 2: Credit Referencing

### Important – Your Personal Information

#### **Credit decisions and the prevention of fraud and money laundering**

We may use credit reference and fraud prevention agencies to help us make decisions. A short guide to what we do and how both we and credit reference and fraud prevention agencies will use your information is detailed in the section below called:

[A condensed guide to the use of your personal information by ourselves and at Credit Reference and Fraud Prevention Agencies](#)

If you would like to read the full details of how your data may be used, please visit our data protection guide at <https://www.ferratum.co.uk/sites/ferratum.co.uk/files/dp.pdf> or email us at: [customercare@ferratum.co.uk](mailto:customercare@ferratum.co.uk)

The information we collect is used by us to manage your account and to make collections; it is also used to contact consumers for marketing purposes; it is disclosed by us when legally required to do so at the request of government authorities investigating; we also use it to verify or enforce compliance with the policies governing our web site and applicable laws or to protect against misuse or unauthorised use of our web site.

By ticking the acceptance box, you are confirming your agreement to proceed and you are accepting that we may each use your information in this way.

## A condensed guide to the use of your personal information by ourselves and at Credit Reference and Fraud Prevention Agencies

1) When you apply to us to open an account, this organisation will check the following records about you and others (see 2 below):

a) Our own;

b) Those at credit reference agencies (CRAs). When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders. They supply to us both public (including the electoral register) and shared credit and fraud prevention information.

c) Those at fraud prevention agencies (FPAs). We will make checks such as; assessing this application for credit and verifying identities to prevent and detect crime and money laundering. We may also make periodic searches at CRAs and FPAs to manage your account with us.

2) Information on applications will be sent to CRAs and will be recorded by them. Where you borrow from us, we will give details of your accounts and how you manage it/them to CRAs. If you borrow and do not repay in full and on time, CRAs will record the outstanding debt. This information may be supplied to other

organisations by CRAs and FPAs to perform similar checks and to trace your whereabouts and recover debts that you owe. Records remain on file for 6 years after they are closed, whether settled by you or defaulted.

3) If you give us false or inaccurate information and we suspect or identify fraud we will record this and may also pass this information to FPAs and other organisations involved in crime and fraud prevention.

4) If you have borrowed from us and do not make payments that you owe us, we will trace your whereabouts and recover debts.

5) We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

6) Your data may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998.

## Find out more

This is a condensed version and if you would like to read the full details of how your data may be used please visit our full data protection guide at:

<https://www.ferratum.co.uk/sites/ferratum.co.uk/files/dp.pdf>

or email us at:

[customercare@ferratum.co.uk](mailto:customercare@ferratum.co.uk)

You can contact the CRAs currently operating in the UK; the information they hold may not be the same so it is worth contacting them all. They will charge you a small statutory fee.

- CallCredit, Consumer Services Team, PO Box 491, Leeds, LS3 1WZ or call 0870 0601414
- Equifax PLC, Credit File Advice Centre, PO Box 3001, Bradford, BD1 5US or call 0870 010 0583 or log on to [www.myequifax.co.uk](http://www.myequifax.co.uk)
- Experian, Consumer Help Service, PO Box 8000, Nottingham NG80 7WF or call 0844 481 8000 or log on to [www.experian.co.uk](http://www.experian.co.uk)
- Teletrack UK Limited, 6 th Floor (South Tower), 26 Elmfield Road, Bromley, Kent BR1 1WA
- Perfect Data Solutions <http://www.perfectdatasolutions.com/>

Please contact us at Ferratum UK Ltd Suite 318, 25 Goodlass Road, Liverpool, Merseyside, L24 9HJ if you want to receive details of the relevant fraud prevention agencies.

Information held about you by the Credit Reference Agencies may already be linked to records relating to your partner(s).

For the purposes of this application you and your partner(s) are financially independent and you request that your application be assessed without reference to any “associated” records, although you recognise that this may adversely affect the outcome of your application.

You believe that there is no information relating to your partner(s) that is likely to affect our willingness to offer financial services to you.

You authorise us to check the validity of this declaration with Credit Reference Agencies and if we discover any associated records, which would affect the accuracy of this declaration we may decide not to proceed with the application on this basis.

### Part 3: Bank Statements

If you’re applying for a personal loan online, you may be asked to share the required bank statements with us, via a 3rd party provider.

You are not required to provide us with viewing access to your bank account transaction information (**Transaction History**) or internet banking access details. You may still be allowed to apply for a loan with us if you do not provide us with this information. However, if you do it will help us make an informed decision about whether we can lend to you.

If you agree that we may access your Transaction History the following provisions shall apply.

**Provide Accurate Information.** You, agree to provide true, accurate, current and complete information about yourself and your bank accounts (with us or third parties) and you agree to not misrepresent your identity or your account information. You agree to keep your bank account information up-to-date, accurate and complete.

**Purposes.** We will access your Transaction History using the services of a credit reference agency called Perfect Data Solutions Limited (**PDS**). We will use your Transaction History to assess your creditworthiness and whether the loan you seek is affordable.

Neither we nor PDS will store or have access to your internet banking credentials, PIN codes or passwords. That information is encrypted in transit and stored by a third-party service provider upon their servers in a secure environment outside the EEA.

**Third Party Accounts.** By agreeing to allow us viewing access to your Transaction History, you authorise PDS and PDS's service providers to access third party sites designated by you, on your behalf, to retrieve information requested by us, and to register to view bank statements over a period of up to 90 days. You agree that PDS and PDS's service providers may, and are instructed by you as your agent and nominated representative, with full power of substitution and re-substitution, for you and in your name, place and stead, in any and all capacities, to access third party internet sites, servers or documents, retrieve information, and use your information, all as described above, with the full power and authority to do and perform each and

every act and thing requisite and necessary to be done in connection with such activities, as fully to all intents and purposes as you might or could do in person. This will include the following purposes: copying Transaction History over a 90-day period and storing the copied Transaction History on our servers.

You agree that the Transaction History shall also be used by PDS for credit reference agency purposes and may be taken into account when producing your individual credit score which may be shared with other organisations as part of your credit record.

You acknowledge and agree that when we, PDS or PDS's service providers access and retrieve information and Transaction History from third party sites, this is undertaken as your agent, and not the agent on behalf of any third party (including the bank account provider). You should be aware that third party account providers shall be entitled to rely on this authorisation and agency granted by you. You should also be aware that this service is not endorsed or sponsored by any third-party bank account providers. We would recommend that you refer to the terms and conditions of your internet banking provider if you would like more information.

You understand that allowing us to review your Transaction History is at your sole risk.

We are only able to review your Transaction History on an "as is" and "as available basis" as it is made available to us by service providers. It may not be available to us from time to time.

We cannot guarantee that allowing us to review your Transaction History will guarantee the success of your loan application or the rate at which the loan is available.

### **1. Why do you ask for my internet-banking details?**

By inputting your details we are able to view up to 90 days of bank account history. This helps us make our lending decisions, assessing whether and if so what amount of credit is affordable and sustainable for you. As a responsible lender, we work with credit reference agencies to review your creditworthiness. As part of that process it is important for us to verify your incomings and outgoings. Ultimately, this will help us ensure that you do not fall in difficulties in making the repayments due under a loan or incurring further costs and charges. We are only permitted a read-only access to your current account, so will only ever be able to view the recent transactions on your account – nothing more. Your bank details are encrypted in transit and stored securely by our credit reference agency and its services providers. We do not have the ability to change any of your banking details, set up standing orders/direct debits or to manage your account in any other way. All data is securely handled in accordance with data protection laws and our privacy policy.

### **2. Who sees my internet banking log-in details?**

No person can access your internet banking details. When you enter your banking credentials on our website they are securely transmitted. The encrypted details are then passed by our credit reference agency, Perfect Data Solutions Limited and associated service providers. They are stored in a highly secure data centre which has a single use, which is to generate a read-only data-feed which we will use to assess the affordability of the loan.

### **3. What happens to my internet banking details after input them on your website?**

As an organisation, security of data and prevention of fraud are fundamental to us. We are committed to using practices to ensure that our services are provided within a secure environment. Your internet banking details are encrypted and held securely by our professional service providers. Our credit reference agency partner, Perfect Data Solutions Limited and us, are permitted read-only access to your current account, so will only ever be able to view your account. We do not have the ability to change any of your banking details

or set up standing orders/direct debits. All data is securely handled in accordance with data protection laws and our privacy policy.

#### **4. What happens to the bank statements you obtain?**

They will be used to make lending decisions about you and stored by us as long as necessary to assist us in managing your account or underwriting loan to you. It will be stored by Perfect Data Solutions Limited, which is a credit reference agency, as part of your credit record. This means that anyone who accesses your credit record in future will be provided with a credit score which is based on all the information held about you including your banking history.

#### **5. What will my bank say about me inputting my log-in details into your website?**

We would recommend that you review the Terms and Conditions of your internet banking provider. Before you decide to submit your banking credentials, we would stress that security is of paramount importance, we would especially mention that:

- Your data is encrypted in transit;
- We do not have any functionality over your bank account; and
- We only have access to a read-only service.

If you agreed to provide us with viewing access to your internet banking account, the following data protection provisions shall apply.

**Provide Accurate Information.** You have provided true, accurate, current and complete information about yourself and your bank accounts (with us or third parties) and you have not misrepresented your identity or your account information.

**Purposes.** We will access your bank account transaction information going back for a period of up to 90 days (**Transaction History**) using the services of a credit reference agency called Perfect Data Solutions Limited (**PDS**). We will use your Transaction History to assess your creditworthiness and whether the loan you seek is affordable.

Neither we nor PDS will store or have access to your internet banking credentials, PIN codes or passwords. That information is encrypted in transit and stored by a third-party service provider upon their servers in a secure environment outside the European Economic Area.

**Third Party Accounts.** By agreeing to allow us viewing access to your Transaction History, you authorise PDS and PDS's service providers to access third party sites designated by you, on your behalf, to retrieve information requested by us, and to register to view bank statements over a period of up to 90 days. You agree that PDS and PDS's service providers may, and are instructed by you as your agent and nominated representative, with full power of substitution and re-substitution, for you and in your name, place and stead, in any and all capacities, to access third party internet sites, servers or documents, retrieve information, and use your information, all as described above, with the full power and authority to do and perform each and every act and thing requisite and necessary to be done in connection with such activities, as fully to all intents and purposes as you might or could do in person. This will include the following purposes: copying Transaction History over a 90-day period and storing the copied Transaction History on our servers.

You agree that the Transaction History shall also be used by PDS for credit reference agency purposes and may be taken into account when producing your individual credit score which may be shared with other organisations as part of your credit record.

You acknowledge and agree that when we, PDS or PDS's service providers access and retrieve information and Transaction History from third party sites, this is undertaken as your agent, and not the agent on behalf of any third party (including the bank account provider). You should be aware that third party account providers shall be entitled to rely on this authorisation and agency granted by you. You should also be aware that this service is not endorsed or sponsored by any third-party bank account providers. We would recommend that you refer to the terms and conditions of your internet banking provider if you would like more information.

You understand that allowing us to review your Transaction History is at your sole risk.

We are only able to review your Transaction History on an "as is" and "as available basis" as it is made available to us by service providers. It may not be available to us from time to time.

Last updated: 01/2017