



## Credit Broking Services

This document sets out how we will deal in the provision of our services for Credit Broking to clients "You".

### AUTHORISATION

**Faseo Limited** (trading as *accessfunds*), (05515322), "Us", "We" has its registered office at Carlton House, 5 High Street, Higham Ferrers, Rushden, Northamptonshire NN10 8BW – and operating office at The Studio, 1 Red Lane Cottage, Churt Road, Headley Down GU35 8SR.

Registered as a data controller under the Data Protection Act 1998. ICO registration: ZA207099

Member of the National Association of Commercial Finance Brokers (M/0126/16)

Faseo Limited is an intermediary, not a lender. We may get commission if you take out a product, but we're independent so We never rank offers based on that.

### OUR SERVICES

We will always act in your best interests; We will source loans from the market that are suitable to the requirements You disclose to Us. When the preferred option has been agreed, We will provide you with information about the loan and the provider of this to ensure you understand your responsibilities and commitments before proceeding.

We act as an intermediary on your behalf and are not a Lender.

### SCOPE OF SERVICE

Faseo Limited is independent and not tied to any one UK lender or part of a network so it enables Us to source and structure the most appropriate finance deal for our clients.

### OUR CHARGES

We may charge a fee for this service. Please read our Credit Information Notice for a detailed breakdown of our fees. We may also receive payment by way of a commission or a fee direct from the lender.

### COMPLAINTS

Our aim is to provide You with a professional and confidential service that delivers the highest possible standards. However, there may be occasions where you feel this has not been achieved and should You wish to make a complaint about any aspect of the service we provide to you, You can do this by writing to Marion Stefanowicz, Company Secretary, Faseo Limited, Carlton House, 5 High Street, Higham Ferrers, Northamptonshire, NN10 8BW; or by telephoning us on **01428 715372** where we will try to resolve your concern at the earliest time possible.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request.



## DATA PROTECTION

You may be assured that We and any company associated with Us will treat all personal data and sensitive personal data as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to the data.

When we provide services to You we will need to gather information about your personal circumstances. The information you provide to us will be subject to the Data Protection Act 1998 (the "Act"). By signing this document You consent to us or any company associated with us processing, both manually and by electronic means, your personal data for the purposes of providing advice, administration and management. "Processing" includes obtaining, recording or holding information or data, transferring it to other companies associated with Us, lenders or statutory, governmental or regulatory bodies for legitimate purposes including, where relevant, to solicitors and/or other debt collection agencies for debt collection purposes and carrying out operations on the information or data.

In order to provide services to You, We may be required to pass your personal information to parties located outside of the European Economic Area (EEA) in countries that do not have Data Protection Laws equivalent to those in the UK. Where this is the case We will take reasonable steps to ensure the privacy of your information.

We may also contact You or pass your details to other companies associated with us to contact You (including by telephone) with details of any other similar products, promotions, or for related marketing purposes in which We think You may be interested.

The information provided may also contain sensitive personal data for the purposes of the Act, being information as to your physical or mental health or condition; the committing or alleged committing of any offence by You; any proceedings for an offence committed or alleged to have been committed by You, including the outcome or sentence in such proceedings; your political opinions; religious or similar beliefs; sexual life; or your membership of a Trades Union.

Subject to certain exceptions, You are entitled to have access to your personal and sensitive personal data held by Us. You may be charged a fee (subject to the statutory maximum) for supplying You with such data.

### Contact

If at any time You wish us or any company associated with Us to cease processing your personal data or sensitive personal data, or contacting You for marketing purposes, or if you wish to request a copy of any information that is held about you or ask us to make any changes necessary to ensure that it is accurate and kept up-to-date, please write to the below address, enclosing your postal details and a cheque for £10 payable to Faseo Limited as well as photographic ID for verification purposes.

*Data Protection Officer, Faseo Limited, Carlton House, 5 High Street, Higham Ferrers, Northamptonshire, NN10 8BW*

Should you have any queries regarding the above policy, please email us at [data.protection@faseo.com](mailto:data.protection@faseo.com)

Further information may be found on our [website](#).

### Complaints

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the [Information Commissioner's Office](#). ICO helpline 0303 123 1113.