



Moor Investment Services Ltd

Our Privacy and Disclosure

Terms

**Pinto
Chantlers Hill
Paddock Wood
Kent
TN12 6LX**

www.moor4you.com

Authorised and Regulated by the Financial Conduct Authority
FSR Number 540249

The Data Protection Act

The [Data Protection Act](#) controls how your personal information is used by organisations, businesses or the government.

From May 2018, your rights under the Data Protection Act are changing. New General Data Protection Regulation (GDPR) is being introduced. This document is designed to help you understand what is changing and the contents of this document will continue to apply following the changes that will come into effect in May 2018.

Who Is Responsible For Your Personal Information

At Moor Investment Services Limited, our Data Controller is Richard Moor. The Data Controller is the person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data is, or is to be, processed.

Data Controllers must ensure that any processing of personal data for which they are responsible complies with the Act

What Details Do We Collect From You and Why

To meet our contractual obligations and provide you with financial advice, we will need to gather and process certain information about you. This may include sensitive personal data including information about your physical or mental health and existing and past medical conditions.

Processing includes the obtaining, recording or holding of your personal information.

We will use your personal information for the following purposes:

- ✓ To provide you with financial advice
- ✓ To assess your health status if you are applying for certain financial products
- ✓ To provide you with our on-going review service if this has been requested
- ✓ For fraud prevention
- ✓ To help prevent financial crime
- ✓ For audit purposes

Who Do We Share Your Details With and Why

To meet our regulatory obligations and our obligations to you we may therefore need to share your personal information with product and service providers, fraud and crime prevention agencies, the Financial Conduct Authority, the Financial Ombudsman Service, the Government, another regulatory body and external compliance auditors.

We may also be required to pass your personal information to parties located outside of the European Economic Area in countries that do not have data protection laws equivalent to those here in the United Kingdom. Where this is the case, we will take reasonable steps to ensure the privacy of your information.

You may be assured that we and any company associated with us will treat all personal information as confidential and will not process it or retain it other than for a legitimate purpose.

We will take steps to ensure that the information we hold is accurate kept up to date and not kept longer than necessary. We will take steps to safeguard against unauthorised or unlawful processing, accidental loss, accidental destruction or damage to the information.

How Long Do We Keep Your Information

We will not keep your information any longer than is necessary. If we provide you with financial advice, your data will be kept in accordance with FCA regulatory expectations which in some cases means the duration could be indefinite.

Data Protection Principals

As we are responsible for gathering and using your personal information, we have to follow strict rules called the data protection principles. As such, we must make sure that your information is:

- ✓ Used fairly and lawfully in a transparent manner
- ✓ Used for explicit and legitimate grounds only
- ✓ Used in a way that is adequate, relevant and not excessive
- ✓ Accurate and kept up to date
- ✓ Kept for no longer than is absolutely necessary
- ✓ Handled according to your rights
- ✓ Kept safe and secure
- ✓ Not transferred outside the [European Economic Area](#) without adequate protection

Your Rights

You have rights under the new Data Protection Act. Please ask us for an explanation of each should you wish to have more information:

- ✓ The right to be informed
- ✓ The right of access
- ✓ The right to rectification
- ✓ The right to erasure
- ✓ The right to restrict processing
- ✓ The right to portability
- ✓ The right to object
- ✓ Rights to automated decision and profiling

Your Right To Access

You have the right to access any information we hold about you, and the right to know why that data is being processed, how long it's stored for, and who has had or has access to it.

You will not be charged for us supplying you with this information however we do reserve the right to apply a reasonable fee where requests are deemed excessive.

We will respond to any such request within the maximum time frame allowed of one month.

If You Have A Complaint

If you have any concerns about your rights and our practices in relation to data protection, please contact us directly. We will aim to respond to your concerns and clarify how we have processed your information and with whom. We will also endeavour to put right anything that's gone wrong.

If you are still dissatisfied after contacting us, you may report your concern to the Information Commissioner's Office by contacting them as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Website: www.ico.org.uk

How To Contact Us

For further information on how your information is used, how we maintain the security of your information and your rights to access the information we hold on you or if you would like to make a complaint, you can write to us, email us, or call us as follows:

Moor Investment Services Ltd
Pinto
Chantlers Hill
Paddock Wood
Kent
TN12 6LX

Tel: 01892 832271

Email: info@moor4you.com

Your Declaration and Consent – Client One

I confirm receipt of this document and that I have read and understand the contents contained therein. I have confirmed my permission by ticking the appropriate boxes below:

- Please tick this box to confirm you give Moor Investment Services Ltd permission to share your personal information with product and service providers, fraud and crime prevention agencies, the Financial Conduct Authority, the Financial Ombudsman Service, Government, other regulatory bodies and our external compliance auditors.

- Please tick this box to confirm that you are happy for our locum, Shaun Hart to have access to your details in the event of an emergency whereby Richard Moor is incapacitated.

Your Declaration and Consent – Client Two

I confirm receipt of this document and that I have read and understand the contents contained therein. I have confirmed my permission by ticking the appropriate boxes below:

- Please tick this box to confirm you give Moor Investment Services Ltd permission to share your personal information with product and service providers, fraud and crime prevention agencies, the Financial Conduct Authority, the Financial Ombudsman Service, Government, other regulatory bodies and our external compliance auditors.

- Please tick this box to confirm that you are happy for our locum, Shaun Hart to have access to your details in the event of an emergency whereby Richard Moor is incapacitated.

Client 1 Name: _____

Client 2 Name: _____

Client 1 Signature: _____

Client 2 Signature: _____

Date of Issue: _____

Date of Issue: _____

Marketing

Occasionally, we may send you marketing / promotional communications via email, telephone or the post in relation to new products or services we can offer you. We will only send information to you where we feel it to be appropriate to you. Recipients will be carefully selected. Please tick your choice below:

Client 1	I wish to OPT IN to receiving marketing communications electronically or through the post	
Client 1	I wish to OPT OUT to receiving marketing communications electronically or through the post	
Client 2	I wish to OPT IN to receiving marketing communications electronically or through the post	
Client 2	I wish to OPT OUT to receiving communications or marketing material electronically or through the post	

PLEASE NOTE THAT WE WILL CONTINUE TO CONTACT YOU IN WITH RESPECT TO PROVIDING YOU WITH OUR PREVIOUSLY AGREED SERVICE IN RELATION TO YOUR REQUESTED FINANCIAL PLANNING REQUIREMENTS – THIS IS UNAFFECTED.

Withdrawing Consent

If at any time you wish to withdraw consent for us, or any company associated with us, to processing your personal or sensitive personal data, or to stop us contacting you with marketing material, please contact the Data Protection Officer by email or in writing as follows:

Moor Investment Services Ltd
Pinto
Chantlers Hill
Paddock Wood
Kent
TN12 6LX

Email: info@moor4you.com