

# Our Privacy Notice

Updated: 1 February 2023

## Who we are

We are WPS Advisory Limited.

WPS Advisory Limited provides regulated advice. WPS Advisory Limited is authorised and regulated by the Financial Conduct Authority (FCA). You can check this by visiting the FCA website <https://register.fca.org.uk>, or by telephoning the FCA on **0300 500 8082**.

The FCA Reference Number for WPS Advisory Limited is 624546.

We are data controllers and data processors under the terms of the Data Protection Act 2018.

## How to contact us

For further information on how your information is used, how we maintain the security of your information, and your right to access information we hold on you please visit our website at [wpsadvisory.com](https://wpsadvisory.com) to read our Privacy Policy or write to us at the address below. Please allow one month for our response to you.

The Data Protection Officer  
WPS Advisory Limited  
Suite A, 5th Floor, West One,  
Newcastle upon Tyne NE1 3PA

Email:  
[dataprotectionenquiries@wpsadvisory.com](mailto:dataprotectionenquiries@wpsadvisory.com)

## Why we collect and how we use your information

We take your privacy seriously and we will only ever collect and use in a transparent manner information which is personal to you where it is necessary, fair and lawful to do so for the completion of our services, as well as limiting access to your personal data to those needing to carry out the processing.

The specific, explicit and legitimate interest we satisfy to process your personal data is to enable us to provide financial services and advice, and to maintain our own accounts and records.

Where we collect and use sensitive personal identifiable information, this information will only be collected and used where it is needed to provide the product or service for which we have been contracted to supply or to comply with legal obligations.

We will collect and use your information only where one of the following lawful processing conditions set out under the Data Protection laws is satisfied:

- > You have given us your consent to send you information about products and services we offer and / or selected third parties with whom we have chosen to work to deliver products and services to you.
- > It is necessary to provide the product or service you have requested, e.g. if you wish to invest in one of the pension or savings products we recommend, we will require some personal details including, for example, your name, address, date of birth, bank account details.
- > It is necessary for us to meet our legal or regulatory obligations e.g. to send you annual review information, tell you about changes to terms and conditions in our agreement with you or for the detection and prevention of fraud.
- > It is in our legitimate interests, e.g. to deliver appropriate information and guidance so you are aware of the options that will help you get the best outcome from your product or investment; where we need to process your information to better understand you and your objectives, and wants and needs.

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- > It is in the legitimate interests of a third party, e.g. sharing information with your employer's pension scheme administrator for the governance of a pension scheme of which you are a member.

We do not make use of automated decision making processes.

### Third parties with whom we may share your information

We may share your information with third parties for the reasons outlined above in, Why we collect and how we use your information.

These third parties include for example:

- > Companies who provide benefits comparison illustrations.
- > Insurance and investment companies through which we are arranging, or considering arranging, a policy on your behalf.
- > We will send personal data back to the scheme administrator when confirming the outcome of an engagement and advice process where you have made contact with us.
- > Regulators and ombudsmen for our services.
- > Credit reference and identity check agencies, and law enforcement authorities for the prevention and detection of crime.
- > HM Revenue & Customs (HMRC), e.g. for the processing of tax relief on pension payments or the prevention of tax avoidance.
- > Parties with a legitimate concern in how we run our business, such as insurers.
- > Service providers, suppliers and contractors whom we use to provide our customer relationship management system, hosting services, e.g. third party software or IT support providers for the purpose of system administration, data security, data storage, back up, disaster recovery and IT support.

We will never sell your details to a third party. Whenever we share your personal data, we will do so in line with our obligations to keep your information safe and secure.

### Your individual rights

You have the right to know what information we hold about you, to tell us about any inaccuracies, and to request erasure or correction of our records.

You can object to our processing your data including our use of historical data for statistical analysis. However we have a duty to retain certain information for the reasons outlined above. If you do object to our retaining your data we may not be able to provide you with advice.

### How long we keep your information

We will keep your personal data where you have made contact with us. If you have engaged with us and sought our guidance and advice then in most circumstances we will not delete your data. We keep your information only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

In certain circumstances, if you do not make any contact with us, we will anonymise your records after a set period of time.

### How to make a complaint

We will endeavour to resolve the issues you raise with us, though you have the option to complain to our Supervisory Authority, the Information Commissioner's Office, or another supervisory authority.

<https://ico.org.uk/make-a-complaint>



ISO 27001  
ISO 27701  
ISO 20001

Cert No. 18840

WPS Advisory Limited is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 624546. WPS Advisory Limited is a Company registered in England & Wales under Company Number 08874015. Our registered office address is: 7 St John Street, Mansfield, Nottinghamshire NG18 1QH.