

MortgageBrain B2C Privacy and Cookie Policy

Your use of this website indicates to us that you have read and accepted our privacy practices, as outlined in this Privacy Policy. If you have any questions or concerns regarding this Privacy Policy, please contact: GDPR@mortgage-brain.co.uk.

In general, you can visit our site without identifying yourself or revealing any personal information. Once you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy.

We are registered under the Data Protection Act 2018 and have given all appropriate notifications to the Information Commissioner.

What information about you do we collect?

When you visit our website, you may provide us with two types of information:

- (1) personally identifiable information that you knowingly choose to disclose, which is collected on an individual basis during registration for the Service. This includes name, company, telephone number, fax number and e-mail address prior to requesting us to contact you; and information regarding your personal or professional interests, demographics, experiences with our products, and contact preferences in order to provide you with further correspondence about our products and services.
- (2) certain technical information relating to the device from which you access this website.

Non-personally identifiable information we collect.

Cookies. A Cookie is a file of letters and numbers. These types of files are either stored in the memory of your computer or other device such as mobile phones or tablet devices (these cookies are generally known as session cookies) or are placed on the hard drive of your device (generally known as persistent cookies).

For more details about cookies and details of how to delete and disable cookies you can visit www.allaboutcookies.org and also see our section on more information and turning cookies off below.

How do we use cookies?

- For site performance - Google Analytics
- For embedded videos - YouTube
- For Social media feeds – Twitter

Google Analytics

<p>Google Analytics cookies: utma, utmc, utmb, utmz</p>	<p>We may use these cookies to track the use of our site to help us determine which webpages are visited and where the traffic comes from around the world. This is an anonymous cookie and does not collect any user personal information. The Information Commission considers this to present a low level of intrusiveness or risk of harm. We see this cookie as essential to ensure the website content is relevant and accurate. If you do not wish to accept the cookie please do not use our web site. See the Google site for further information http://www.google.com/analytics/learn/privacy.html.</p>
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YouTube

<p>Youtube cookies: VISITOR_INFO1_LIVE, use_hitbox, PREF</p>	<p>We may use YouTube to host video content. When you view a web page on our site with an embedded YouTube video, YouTube creates at least three cookies. For further information on these cookies please visit: www.youtube.com</p>
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Web server logs: We will utilise standard technology called web server logs to collect information about how the website is used. Information gathered through web server logs may include the date and time of visits, the pages viewed, time spent at our website, the websites visited just before and just after our website and the IP address of the device being used. This information is analysed by us on an aggregate basis to give information on how the website is used, we do not use this information to track individual behaviour. We delete web server logs after a period of three months. We keep the weblog analysis for a longer period, but this analysis will not contain information that identifies you as an individual.

Technical information we collect.

We collect certain information regarding the device from which you access the website. This includes details of the operating system, browser, and screen resolution.

We may request and collect information for the following purposes:

- internal record keeping;
- to improve our products and services this may involve using the information in training sessions;
- to follow up, either by e-mail, phone, fax or mail, as part of our customer care procedures;

- to periodically send promotional e-mails from us (or on behalf of someone else) about new products, special offers or other information which we think you may find interesting using the e-mail address which you have provided;
- From time to time, to contact you for market research purposes. We (or an organisation appointed by us) may contact you by e-mail, phone or mail. If you would prefer not to receive marketing information, you may opt out by clicking on the link at the bottom of each email to manage your preferences or by emailing marketing@mortgage-brain.co.uk
- to share within our group of companies for the purposes set out above.

We may also disclose your information to our appointed third party agents and suppliers in order to process your order. These third parties will only have access to your information in order for them to perform specific tasks related to your order and they may not use it for any other purposes.

We may also pass your information on to financial organisations, credit reference agencies and tracing agencies.

We may disclose your information to our professional advisers for the purpose of obtaining professional advice or to other third parties if we have a legal obligation to do so. We may also disclose your information to a purchaser in the event of a sale of the whole or a relevant part of our business. We reserve the right to monitor, review, retain and/or disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request.

We may provide access to your personally identifiable information when legally required to do so by law.

This website is operated wholly within the United Kingdom and no personal data collected by this website will be exported outside the United Kingdom.

How long do we keep the information?

We will keep your information for a period of 6 years after it has been collected.

How do I manage my information?

Should you wish to check what personal information we hold, please email GDPR@mortgage-brain.co.uk

Data Security

We take all reasonable steps to maintain the security of the personally identifiable information that we collect. The service is operated on our behalf by one of our internet service providers from a data centre with industry standard physical and logical access controls. However, no data transmission over the Internet can be guaranteed to be completely secure. Accordingly, we cannot ensure or warrant the security of any information that you transmit to us, so you do so at your own risk.

Security

We are committed to ensuring have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect on line.

Other Websites

This website may contain links to third party sites as well as to other sites owned and/or operated by us. Please be aware that we are not responsible for the privacy practices of any third party sites. This Privacy Policy applies solely to information collected by this website.