

Mortgage Brain Website Privacy Policy

This site is operated by Mortgage Brain Limited (registered number 03887371), whose registered office is 6 The Courtyard, Buntsford Gate, Buntsford Drive, Bromsgrove, Worcestershire, B60 3DJ ("Mortgage Brain"). It is available solely for use by financial advisers and intermediaries who wish to access the website in order to request new or additional services from Mortgage Brain.

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. You can access this Privacy Policy via our homepage and from the bottom of every page.

In general, you can visit our site without identifying yourself or revealing any personal information to access support, tutorials and information about the company. 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 our products or services. This includes name, company, telephone number, fax number and e-mail address prior to receiving evaluation software, buying software and receiving other specific corporate and information materials; 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: Cookies are only valid during a particular session. We do not use cookies to save any information from one sourcing session to the next.

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.

Some pages also use cookies, a data analysis technique which asks permission to be placed on your computer's hard drive. Once you agree, your browser adds that text in a small file. A cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. It 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 may set your web browser to notify you of cookie placement requests or decline cookies completely. You can delete the files that contain cookies - those files are stored as part of your internet browser.

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 disclose your information to an external organisation in order to maintain and operate our marketing database.

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 whilst you are customer of Mortgage Brain and for a period of 6 years after you close your account

How do I manage my information?

You can manage your account by logging the 'My Account' section of the website under the 'Products' section. This has facilities that, among other things, allow you to

- View and change your details (Company name, address, telephone, email address and website address)
- Add/Delete users from your account
- Change the products you subscribe to

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 suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Other Websites

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