

The Mortgage Trading Exchange (MTE) User Registration Privacy Policy

This site is operated by The Mortgage Trading Exchange Limited (registered number 03340621), whose registered office is 6 The Courtyard, Buntsford Gate, Buntsford Drive, Bromsgrove, Worcestershire, B60 3DJ ("MTE Ltd"). It is available solely for use by financial advisers and intermediaries who wish to register to use the Mortgage Trading Exchange and/or to login to participating lender websites. We may suspend access to the site at any time.

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: data.protection@mortgagetradingexchange.co.uk.

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,
- (2) certain technical information relating to the device from which you access this website.

Personally identifiable information you choose to provide

We will ask for certain personal information from you during registration for the Service for the purpose of registering you to use the Mortgage Trading Exchange and/or to login to participating lender websites.

Non-personally identifiable information we collect

Cookies: We don't explicitly use cookies, but they are used by the ASP.Net environment (all ASP.Net applications use cookies in this way). These 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.

How do we use this information?

We use your personally identifiable information to provide you with the Service that you have requested, and, in some cases, to contact you about our software and services.

If you have given the appropriate permission we may

- periodically send you promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided;
- pass your contact details to other Group Companies so they may send you information on products services which we think you will find interesting.

We use non-identifying information collected on our website in the aggregate to better understand your use of the website and to enhance your experience. For example, we may use the information to improve the design and content of our website or to help support your use of the Service.

We may also provide this information in aggregated form to third parties but not in a manner that would allow identification of your individual usage.

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 this information?

We will keep your registration whilst you are still transacting on the Mortgage Trading Exchange and/or logging in to the participating lender websites. If your account has not been used in any context for 12 months then it will be suspended and suspended accounts will be deleted after a further 12 months.

To re-activate a suspended account please contact the MTE Helpdesk on 020 8665 3290 or at customerservices@mortgagetradingexchange.co.uk

How do I manage my information?

You can manage your account by logging on to the MTE User Registration website at www.mteregistration.co.uk. This has facilities that, among other things, allow you to:

- change your email contact preferences
- view, change and print the data held on you
- export the data held on you to a machine readable file
- delete your registration

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.

Links

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