Business Mortgage Solutions Privacy Notice

Who we are:

We are Business Mortgage Solutions and we can be contacted using the following details:
Telephone Number: 01834 849797
Address: 4 The Old Pumphouse, Clicketts Lane, Tenby , SA70 8DR
Email address: info@business-mortgage.com
Data Protection Officer/ contact: Roger Schooling
ICO Registration Number: Z5836978

Our legal grounds for holding your data:

The UK's data protection laws allow us to use your personal data provided we have a lawful basis to do so. This includes sharing it in certain circumstances, as described below.

We consider we have the following reasons (legal bases) to use your personal data:

- Performance of contract with you: we need to use your personal data to be able to successfully legally contract with you.
- Compliance with our legal obligations: we need to use your personal data so as to comply with certain legislation such as financial crime legislation.
- Legitimate interests: these are our business and commercial reasons for using your data, which we have balanced against your interests. We have certain legitimate interests in using your data which are not outweighed by your interests, fundamental rights or freedoms. These legitimate interests are to help prevent and detect financial crime, fraud and money laundering and to promote responsible lending, and to assist our compliance with the legal and regulatory requirements placed upon us.
- Your consent: You can withdraw this consent at any time, in which case we will cease to use it, unless we have a right and a need to continue processing it for one of the other reasons set out above.

More information on how we use your personal data and for what purposes is set out below.

What data do we collect?

Data provided by you:

- Funder application details: for example but not limited to, your name, national insurance number, postal address, your email address, your IP address, telephone numbers, date of birth, bank account details, equipment requirement details, home ownership details, reason for borrowing, your assets and liabilities, details of your proof of identity documentation, proof of address documentation, evidence of additional equity available and evidence of any other business interests
- When you talk to us: for example on the phone, or in person..
- In writing: for example letters, emails, texts and other electronic communications
- Online: for example when you use our website.
- If applicable, in financial reviews, for renewals and in any surveys etc

Data we collect when you use our services?

- Transaction data: for example what sort of products you are selecting, the length of term, the types of asset you are looking at financing, business type and geographical location
- Payment data: for example, the amount, origin, frequency, history and method of your payments
- Register online or other communication methods for our services.
- Use or view our website via your browser's cookies.

Data provided to and by third parties

- Data from persons that introduce you to us: for example brokers, product suppliers, financial advisers, agents, finance providers or other third parties
- Data from credit reference agencies, most likely to be either Experian, Creditsafe, Equifax or CallCredit
- Data from fraud prevention agencies
- Publicly available information: for example, from the land registry, companies house, the electoral register, other information available online or in the media, including social media
- Data from your representatives where relevant: for example your legal and financial advisers such as lawyers and accountants

We may also require a statement signed by an independent qualified accountant as to your financial worth which may include information such as your gross and net worth, your assets and liabilities and information as to your available collateral or security. You will be asked to consent to the provision of this information.

Special Category Data

In the course of your interactions with Business Mortgage Solutions you may share information that is classified as 'Special Category Data'. This could include data about:

- Race
- Ethnic origin
- Politics
- Religion
- Trade union membership
- Genetics
- Biometrics
- Health
- Sex life
- Sexual orientation

In the very unlikely event that you do share information relating to any of these categories e.g., when you may share information about your health or a characteristic of vulnerability, Business Mortgage Solutions will always seek explicit consent from you to store and process such information.

Why is personal data collected by us

Business Mortgage Solutions collect personal data for a number of reasons

From time to time, we may contact you to ask for your consent to use your personal data for other purposes. Your personal data may also be used for other purposes where required or permitted by law.

When we and fraud prevention agencies process your personal data, we do so on the basis that we have a legitimate interest in preventing fraud and money laundering, and to verify identity, in order to protect our business and to comply with laws that apply to us. Such processing is also a contractual requirement of the services or financing you have requested. We, and fraud prevention agencies, may also enable law enforcement agencies to access and use your personal data to detect, investigate and prevent crime. Fraud prevention agencies can hold your personal data for different periods of time, and if you are considered to pose a fraud or money laundering risk, your data can be held for up to six years.

How will we use your data?

Our Company collects your data so that we can:

- Process your application and manage your request.

Lawful Basis for Processing Data

As a credit broker, we process your personal data where it is necessary to take steps at your request before entering into a contract or to perform our contractual obligations to you. This includes understanding your finance requirements, identifying suitable finance providers, submitting applications and administering our services. We may also process your personal data to comply with our legal and regulatory obligations, including identity verification, financial crime prevention, regulatory reporting, complaint handling and record-keeping. In certain circumstances, we may process your personal data where it is necessary for our legitimate interests, or those of a finance provider or another third party, including operating and improving our business, communicating with you, preventing fraud, assessing applications and establishing, exercising or defending legal claims, provided those interests do not override your rights and freedoms. Where consent is required, we will ask for your consent before processing your personal data. You may withdraw your consent at any time, although this will not affect the lawfulness of any processing undertaken before your consent was withdrawn. Where we process special category personal data or criminal offence data, we will only do so where an additional condition under applicable data protection legislation is satisfied and appropriate safeguards are in place. The specific lawful basis relied upon will depend on the purpose and circumstances of the processing.

When Personal Data is shared

Your personal data may be used by our partners, lenders, lawyers and by any of our or their subsidiary or associated companies before, during and after your agreement facilitated by us

We may also share your personal data with CRAs, fraud prevention agencies, law enforcement agencies, regulators and other authorities, any agent that you have given us authority to communicate with and persons you ask us to share your data with, companies that we introduce you to, for the purposes set out above. These agencies and firms may also share your personal data with others.

If, in the future, we sell, transfer or merge all or part of our business or assets, including the acquisition of other businesses, we may share your data with other parties. We will only do this if they agree to keep it safe and private and to only use it in the same ways as set out in this notice.

What are your data protection rights and choices?

Your personal data is protected by legal rights, which include:

- Right to be informed – Individuals have the right to be informed about the collection and use of their personal data
- The right of access to your personal data – Individuals have the right to access and receive a copy of their personal data and other supplementary information.
- The right to rectification- Individuals have the right to have inaccurate personal data rectified or completed if incomplete.
- The right to erasure – Individuals have the right to have their personal data erased.
- The right to restrict processing – Individuals have the right to request the restriction or suppression of their personal data.
- The right to portability – This allows individuals to obtain and reuse their personal data for their own purposes across different services.
- The right to object – this gives individuals the right to object to the processing of their personal data in certain circumstances, it also gives individuals the absolute right to stop their data being used for direct marketing
- The right in relation to automated decision making and profiling – this allows individuals to object to their data being used in an automated individual decision-making process (making a decision solely by automated means without any human involvement) and profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process.

There may be reasons why we need to keep or use your data, but please tell us if you think we should not be processing your data.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email info@business-mortgage.com

For further information on how your information is used, how we maintain the security of your information and your rights in relation to it, please contact us via email info@business-mortgage.com or call us on 01834 849797

How long is your data kept

We will retain your personal data as long as you are a customer with us. We may retain your personal data beyond this date for the purposes mentioned above and will in any case at all times retain your personal data for the minimum period required by law. We may also retain your data to deal with any disputes, to maintain records and to show we have dealt with you fairly.

We may also retain your data for research and statistical purposes in which case we will ensure it is kept private and used only for these purposes.

Data about live and settled accounts is kept on credit files for six years from the date they're settled or closed. If the account is recorded as defaulted, the data is kept for six years from the date of the default.

Marketing

Business Mortgage Solutions understands that with the introduction of the Consumer Duty, it is likely the level of communications issued by our business will increase. This will be necessary to support customers to understand the products and services offered and to provide support to customer throughout the lifecycle of the relationship.

Our Company would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Business Mortgage Solutions from contacting you for marketing purposes.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 08.10.2026

Use of Artificial Intelligence

No use of Artificial Intelligence is made within our organisation.

How to contact us

If you have any questions about Our Company's Privacy Policy, the data we hold on you, or you would like to exercise one of your data protections rights, please do not hesitate to contact us.

Email us at: info@business-mortgage.com
Call us: 01834 849797
Or write to us at: 4 The Old Pumphouse, Clicketts Lane, Tenby, SA70 8DR

How to make a complaint and contact the appropriate authority

If you are unhappy about how your personal data has been used by us, please contact us and we will be happy to register a complaint.

You also have a right to complain to the Information Commissioner's Office which regulates the processing of personal data. You can contact them at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, on 0303 123 1113 or by email to casework@ico.org.uk. See also https://ico.org.uk/global/contact-us/.