



Isis Financial Planners Limited Privacy Notice

Isis Financial Planners Limited take your privacy very seriously. This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll use it, how we'll store and handle that data, and how we keep it safe.

We reserve the right to amend this Privacy Notice from time to time, without prior notice. Our website, www.isisfp.co.uk will always display the most up to date Privacy Notice.

Who We Are

We are Isis Financial Planners Limited (known in the rest of this document as Isis FP). We are Independent Financial Advisers and Chartered Financial Planners. We are authorised and regulated by the Financial Conduct Authority (Reference number: 207297) and are a company registered in England & Wales, number: 4284325, 2 Red House Farm, Eynsham Road, Farmoor, Oxford OX2 9NH.

We can be contacted at our postal address: 2 Red House Farm, Eynsham Road, Farmoor, Oxford OX2 9NH, telephone: 01865 655980 and email: postbox@isisfp.co.uk.

Isis FP's Lawful Bases For Processing Data

We have determined that Isis FP's Lawful Bases, under the General Data Protection Regulations (GDPR) is as follows:

1. **Contract:** in order for us to offer you our services and financial advice we need to collect personal data from you. It is not possible for us to offer you these services if you do not allow us to collect, store and process this data. We will ask you to sign a "Client Agreement" contract in order for us to provide you with the services you require.

Why Do We Collect, Store and Process Data?

You agree that we are entitled to collect, store and process the information you provide to us to enable us to deliver the products and services you have requested from us. We will use your data:

- so that we can communicate with you effectively
- so that we can keep your client data accurate and up-to-date
- to ensure that our advice is accurate, relevant and suitable
- to help us sustain a robust ongoing review service
- to enable us to represent your interests in relation to third-party companies (e.g. product-providers)
- to assist your family and dependants (when authorised to do so)
- fulfil our compliance obligations required by our industry and Regulator

Isis Financial Planners Ltd
2 Red House Farm,
Eynsham Road, Farmoor,
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Independent Financial Advisers
Chartered Financial Planners
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Registered at 2 Red House Farm, Eynsham Road,
Farmoor, Oxford OX2 9NH

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What Data Do We Collect, Store and Process?

We will collect, store and process a variety of personal, financial and other data about you, including:

- name, address and other contact details
- personal circumstances (health, family, income, expenditure, assets, liabilities)
- financial information and arrangements (policies, pensions, investments, insurances, etc.)
- other “soft data” (for example, attitude to risk, personal financial objectives, etc.)

We may also ask you to provide evidence of your identity such as asking for a copy of your passport, driving licence, proof of residence or income. We are required to ask for this information to comply with legislation such as money laundering regulations and the Financial Services Act.

If you invest with us, we also collect your bank and payment information.

Our website, at www.isisfp.co.uk, makes use of “cookies”. A cookie is a text file placed on your computer's hard drive by your web browser when you visit cookie-enabled websites, such as ours. On visiting our website, your computer server will use the cookie to guarantee a secure connection. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. (For further information visit www.aboutcookies.org or www.allaboutcookies.org.)

As part of our compliance with the Regulations under which we work, we will also record all incoming and outgoing phone calls.

Other websites

Our website may contain links to other websites. This Privacy Notice only applies to our own website so when you link to other websites you should read their own Privacy Notices / Policies.

How Do We Collect Data?

We collect information from you through face to face discussions, on our paper Client Questionnaire, by you completing forms supplied by product providers and by email.

Where Is The Data Stored?

We use industry-standard business and specialist financial services industry systems on which to store your information.

Who Has Access To The Data?

Your data is only accessible by staff and Directors of Isis FP.

Will The Data Be Shared With Any Third Parties?

We need to share your data with the providers of the products and services we recommend. To protect your privacy we only provide the information they need to deliver the product / service to you and they may only use your data for the exact purposes as described in their agreement with you. We may be required to share your information with the Regulator, and fraud prevention agencies (including for tax and anti-money laundering purposes). In addition, we use several, internet-based, financial planning tools including, intelliflo (our “back office” system from intelliflo Ltd), Fastrak (from Sprint Enterprise Technology Limited), FE Analytics (from Financial Express Investments Limited), FinaMetrica (from FinaMetrica Pty Ltd).

How Long Do We Keep The Data?

We keep your data indefinitely in order to comply with the financial services rules and regulation.

Is The Data Secure?

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Access to your data is username and password protected and only accessible by Isis FP staff and Directors.

Your Rights

Under Data Protection Laws you have the following rights. You can contact us to exercise these rights at any time by contacting the Isis FP office using any of the contact details shown in the “Who We Are” Section, above.

- **Information** about your personal data, how we collect, store and process it. This Privacy Notice provides you with that information;
- **Access** to the personal data we hold about you. You can request a copy of the data we hold about you.
- **Correction** of your personal data when incorrect, out of date or incomplete. If any of the data we store about you is inaccurate, you need to inform us (as above) and we will advise how and when we can correct it for you.
- **Erasure** of all your personal data. We are required to consider each such request on its merits. However, due to our industry and legal obligations it is highly unlikely that we will be able to delete any data.
- **Restricting processing:** you may, under certain circumstances, request that we Restrict Processing your data.
- **Copy of your data:** you have the right to ask us for a copy of all the data we store on you and we will provide it in a suitable format, usually by email. You can check it and request us to update any data that needs amendment.
- **Object** to your data being used for direct marketing. We do not carry out any direct marketing.

How To Make A Complaint

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the UK Information Commissioner’s Office:

- tel: 0303 123 1113.
- www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)