

Ark Wealth Ltd

FCA Number 670081

Privacy Policy

Date: 12 June 2020

This website is a service that is owned and operated by Ark Wealth Ltd (Ark Wealth).

This privacy policy sets out how Ark Wealth uses and protects any information that you give us when you use this website or when you click on a link from an email from us that directs you to this website.

Overview

Please read this Privacy Policy carefully. It applies to you when you visit www.arkwealth.co.uk (our site), use our telephone our branches or open and operate an Ark Wealth account. It sets out how we use and protect any information that you give us. This Privacy Policy should be read together with our Terms of Business.

We take your privacy very seriously and are committed to ensuring that your privacy is protected. Whenever we ask you to provide us with information about you, be assured that it will only be used in accordance with this Privacy Policy. We do not share data with other organisations unless the law permits us to do so. We do not sell individuals' information.

For the purpose of this Privacy Policy and the General Data Protection Regulation (GDPR), Ark Wealth (we and us) of 12 John Princes Street, London, W1G 0JR is a 'data controller'. We are registered with the Information Commissioner under registration number ZA305546. Our Data Protection Officer can be contacted at: compliance@arkwealth.co.uk

What we Collect

INFORMATION YOU GIVE US

If you express an interest in us and our services, we may ask you for basic contact information such as your name, email address, telephone number, postal address. When you apply for an account with us we shall ask you for information that will include: your name; contact information including email address, mobile phone number, and address; National Insurance Number; bank account details; information about your financial situation including income, expenditure and spending patterns; and copies of personal identification documents (such as your passport or driving licence).

Before you submit any information, we will notify you as to why we are asking for it and it is up to you whether or not you provide it. The majority of the information is necessary for us to be able to provide our services and/or fulfil our legal obligations and we won't be able to open or maintain an account for you if you choose not to provide it.

When you telephone us, calls maybe recorded and your phone number will be searchable within our call recording system. Correspondence by letter or email will be stored in our prospect/customer database.

Uses made of the Information

We must have a good reason, known as a "lawful basis" to use your information. Where the stated lawful basis for processing your data is "our legitimate interests," this may be for the purpose of:

- Keeping in contact with you if you have expressed an interest in our services
- Marketing other services to current clients
- Prevention of fraud and financial crime
- Ensuring network and information security
- Inter-group transfers
- Monitoring our services for regulatory compliance, customer satisfaction and complaints and future business strategy.

If you would like to find out more about the type of information we collect, how we use it and why, and the lawful basis for doing so, please contact us using the details below.

Disclosure of your Information

YOU AGREE THAT WE HAVE THE RIGHT TO SHARE YOUR PERSONAL INFORMATION WITH:

GROUP COMPANIES | Ark Wealth Ltd.

DATA PROCESSORS | Carefully selected third parties necessary in providing the services, e.g. custodian, print services, ID verification services etc.

BUSINESS ACQUIRER | Prospective or actual acquirer of some or all of our business in the event that any part of our business were to be sold (information about clients and prospects will be a business event).

AUTHORITIES | To comply with legal obligations; to enforce our legal agreements; to protect our rights, property or safety and that of our clients and others. This could include exchanging information with other companies for fraud prevention purposes.

Security and where we store your Personal Data

We are committed to ensuring that your information is secure. In order to try to prevent unauthorised access or disclosure, we have put in place strict procedures and security features around the app, our sites and our internal systems and databases. All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password or PIN which enables you to access certain parts of our sites, you are responsible for keeping the password or PIN confidential. We ask you not to share your login details with anyone.

You should remember that transmission of information via the internet is not completely secure. We may use encryption as way of protecting attachments to emails that may contain your personal information. However, we cannot guarantee the security of information that you transmit to us via our sites or by email. Any transmission is at your own risk.

Before we share your information with any Data Processors we make sure that they have appropriate technical and organisational security measures in place to keep your information safe and that they have undertaken to comply with data protection law and regulations.

Typically, the data that we collect from you will be transferred to, and stored at, a destination inside the European Economic Area ("EEA"). It will also be processed by staff operating inside the EEA who work for us or for one of our suppliers. If for any reason we need to transfer and store your data outside the EEA, we will do so only where we have assessed that equivalent data protection measures are in place. By providing us with your personal information, you agree to this transfer, storing or processing.

How long we keep your Personal Data

We will retain your personal data for the duration of our contract with you and for a reasonable period of time afterwards. We are bound by financial regulation to keep our records for set periods of time and will also wish to retain enough information where we have a legitimate interest in doing so.

Links to Other Websites

Our sites may contain links to other sites of interest. However, once you have used these links to leave our sites, you should note that we do not have any control over those other sites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting other sites and such other sites are not covered by this Privacy Policy. You should exercise caution and look at the privacy statement applicable to the sites in question.

Controlling your Personal Information

YOU MAY CHOOSE TO RESTRICT THE COLLECTION OR USE OF YOUR PERSONAL INFORMATION IN THE FOLLOWING WAYS:

CONSENT | If you have previously agreed to us using your personal information for our own marketing purposes, you may change your mind and withdraw this consent at any time.

ACCESS | You may request details of the personal information which we hold about you. We must provide this to you free of charge within 30 calendar days of your request.

CORRECTION | If you believe that any information we are holding about you is incorrect or incomplete, please tell us as soon as possible. We will promptly correct anything found to be incorrect.

OBJECTION, RESTRICTION OR DELETION | You may have the right to object to the way in which we process your data, you may ask us to restrict the processing of your data, or you may ask us to delete it.

Please direct all enquiries concerning your control over your personal information to compliance@arkwealth.co.uk

The supervisory authority for data protection in the UK is the Information Commissioners Office. You have the right to complain to them about the way in which we process your data and their helpline number is 0303 123 1113.

Updates to this Privacy Policy

We may change this policy from time to time by updating this page. You should check this page periodically for any changes.