

Privacy Policy (Website)

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Copyright Notice

This document is the property of Investment Funds Direct Limited and cannot be copied, modified, or stored on a computer system without the company's consent.

Ascentric is a trading name of Investment Funds Direct Limited (IFDL), registered in England and Wales number 1610781 and authorised and regulated by the Financial Conduct Authority No.114432.

Customer Services: 0345 600 5360. Telephone calls may be recorded for training and security purposes.
 Email: customerservices@ascentric.co.uk

Head office: Trimbridge House, Trim Street, Bath BA1 1HB.

IFDL is a subsidiary of The Royal London Group, registered in England and Wales number 00099064.

Head office: 55 Gracechurch Street, London EC3V 0RL.

1. Personal Data

We take the privacy of our website users seriously. We request that you read this Privacy Policy ('the Policy') carefully as it contains important information about how we will use your personal data. For the purposes of the Data Protection Act 1998, Investment Funds Direct Limited ('we' or 'us') are the company responsible for, and controls, the processing of your personal data.

1.1 Personal Data Collection

We will obtain personal data about you (such as your name, address, email, contact number, etc) whenever you complete an online form, such as the online contact form or application form.

We may also obtain other sensitive personal data about you should you volunteer it during the completion of online forms. If you do volunteer such information, you are giving your consent to the use of it for marketing campaign purposes.

The site may link to other websites and we are not responsible for their data policies, procedures or content.

You have the right to receive information about the personal information we maintain on you. If you are concerned that any of the information we hold is incorrect, please contact us.

We have responsibilities under Money Laundering legislation to verify the identity of clients and may need to make certain enquiries and obtain certain information from you for this purpose. You confirm that all information you supply will be accurate and that we may pass such information on to the relevant organisations as we consider necessary to comply with reporting requirements.

1.2 Personal Data Use

We will use your personal data for:

- » Helping us identify you and any accounts you hold with us
- » Administration
- » Statistical analysis
- » Customer profiling and analysis
- » Marketing (see 'Data Protection and Opting Out' section 2.2 below)
- » Fraud prevention and detection
- » Billing
- » Customisation of this website and its content to your particular preferences
- » Notifying you of any changes to this website or our services which may affect you
- » Security vetting
- » Improving our services

1.3 Disclosure of Personal Data

We may disclose your personal data to:

- » Other companies within our group
- » Our agents and service providers law enforcement agencies in connection with any investigation to help prevent unlawful activity
- » Our business partners in accordance with the 'Data Protection and Opting Out' section 2.2 and 'Your Rights' section 2.5 below

You agree that we may disclose to the Financial Conduct Authority ('FCA') and to other regulatory authorities to which we are subject, or to any person empowered to require such information by or under legal enactment, any information they may request or require relating to you or if relevant any of your clients.

1.4 Keeping Data Secure

In line with the UK Data Protection Act 1998, we follow strict security procedures in the storage and disclosure of information which you provide to us to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

When browsing the public (pre log-in) sections of this website, your personal information and account details are not retrieved from our system.

We will use technical and organisational measures to safeguard your personal data. For example:

- » Access to your account is controlled by password, username and PIN which are unique to you
- » We store your personal data on secure servers. The secure communication protocol (TLS - Transport Layer Security) encrypts all information you input before it is sent to us. The information between you and us is converted into random meaningless forms
- » We currently use 128-bit encryption which is one of the most complex and sophisticated forms of encryption available

Whilst we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data which is transferred from you or to you via the internet or email. We recommend that you do not send sensitive or confidential information via email.

You are not required to provide any personal information on this website unless you choose to do so or are required to do so by HMRC or by governing legislation.

2. Data Protection and Privacy

2.1 Information Regarding Others

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- » Give consent on his/her behalf to the processing of his or her personal data
- » Receive on his/her behalf any data protection notices
- » Give consent to the transfer of his/her personal data abroad

2.2 Data Protection and Opting Out

We may share your personal data with our business partners or companies within our group and we, or they, may contact you directly or send you communications (unless you specifically ask us or them not to do so) by mail, telephone, SMS, text/picture/video message, fax, or email, about products, services, promotions and events that we or they feel will be relevant to you.

If you prefer not to receive any further marketing communications from us, you can opt out at any time.

See 'Your Rights' section 2.5 below.

2.3 Monitoring

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

2.4 Cookies

A cookie is a tiny text file that a website can store on your machine and can read on subsequent visits. This allows that website to identify that you and, for example, remember to log you in the next time you visit.

There are different types of cookies used for different purposes. The cookies we use are listed below under the four cookie categories proposed by the International Chamber of Commerce.

Strictly necessary cookies

These are cookies that are directly required to fulfil an action requested by you, such as logging in or adding an item to a shopping basket.

Cookie	Name	Purpose
Set when visiting the website.	fundsdirect Allow Cookies	To ensure the correct information is displayed when viewing the site.

Performance cookies

These are cookies used to improve a website, for example for analytics that let companies see how their site is used and where to make improvements.

We use these performance cookies:

Cookie	Name	Purpose	More information
Google Analytics	_utma _utmb _utmc _utmz _utmt	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Google's privacy policy

Functionality cookies

These are cookies that are needed for a specific piece of functionality, often as a result of something you are doing as a user, but are not directly requested by you. For example, in order to stop you from being repeatedly offered a service that you have previously said no to.

We do not use any functionality cookies.

Targeting cookies

These cookies can be quite intrusive as they track a user's browsing behaviour from website to website, often to be used for targeted advertising.

We do not use any targeting cookies.

Disabling/Enabling cookies

This can be done through your browser or by using the "Cookie Control" function in the bottom left hand corner of the screen when you visit the website.

Deleting Cookies

If you want to remove any cookies already set, you can do so from your browser. You can find out how to do this by going to the help menu in your browser.

For more information about how to control and disable cookies in your browser please visit: <http://www.aboutcookies.org>

Please note that if you attempt to delete cookies while you are logged in, the system will automatically log you out.

2.5 Your Rights

You have the right to request access to personal data which we may process about you. If you wish to exercise this right you should:

- » Put your request in writing
- » Include proof of identity and address (e.g. a copy of your driving licence or passport, certified bank statement and a recent utility or credit card bill)
- » Specify the personal data you wish to access, including account or reference numbers where applicable

You have the right to ask us to correct any inaccuracies in your data free of charge. If you wish to exercise this right you should:

- » Put your request in writing
- » Provide us with enough information to identify you (e.g. account number, username, registration details)
- » Specify the information that is incorrect and provide the correct data replacements

You also have the right to ask us to stop processing your personal data for direct marketing purposes. If you wish to exercise this right you should:

- » Put your request in writing using the subject 'Unsubscribe' for email
- » Provide us with enough information to identify you (e.g. account number, username, registration details)

3. Disclaimer

This Disclaimer sets out important information about the Website. Please read it carefully as it affects your rights and liabilities under the law. If you do not agree with the Disclaimer, please do not use the Website. If you have any questions about this Disclaimer, please contact Customer Services on 0345 600 5360.

3.1 Advice

The pages of this site are for information only and do not constitute financial or other professional advice in any way. If you are in any doubt as to the validity of information made available within these pages, or if you wish to rely on this information, then it may be in your best interests to seek verification.

Unless clearly indicated, the information on this website is not intended to constitute any offer by us to enter into a contract with you. Any contract that we do enter into with you will be on the terms of our standard Agreement, which is available upon request.

3.2 Website Use

This Website is provided to you for your personal use subject to this Disclaimer. By using the Website you agree to be bound by this Disclaimer.

We may update this Disclaimer from time to time for legal or regulatory reasons or to allow the proper operation of the Website. Any changes will be notified to you via a suitable announcement on the Website. The changes will apply to the use of the Website after we have given you notice. If you do not wish to accept the new Disclaimer you should not continue to use the Website. If you continue to use the Website after the date on which the change comes into effect, your use of the Website indicates your agreement to be bound by the new Disclaimer.

4. Our Contact Details

We welcome your feedback and questions. If you wish to contact us, please send an email to marketing@ascentric.co.uk or you can write to us at Customer Services, Trimbridge House, Trim Street, Bath BA1 1HB or call us on 0345 600 5360. Our registered office is Trimbridge House, Trim Street, Bath BA1 1HB.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version which will apply each time you access this website.

