

Glendale Finance Ltd
 18 Ballyclogh Road
 Bushmills
 Co Antrim
 BT57 8TU
 Ltd Company No: NI069739
 FCA No: 786494
 ICO Reg No: ZA257069

Glendale Finance Ltd Privacy Notice

Glendale Finance Ltd is an Agricultural Finance Broker based at 18 Ballyclogh Road, Bushmills, Northern Ireland, BT57 8TU. We are not a lender. We work together with a panel of asset finance lenders to find a suitable arrangement that meets your needs. We are authorised by the FCA, Reg No: 786494.

Our Company collects the following data:

- Personal identification information for each business partner or director name, address, date of birth, email address, phone number, etc.
- Business information including length of time established, turn over, business details to include business assets and stock owned and any that may be rented by the company, business VAT number and limited company number if applicable.

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or other communication methods for our services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Request an application for finance to be forwarded to a finance company/bank on your behalf. You may provide this information by telephone or email.

Our Company may also receive your data indirectly from the following sources:

- Red Flag Alert

Glendale Finance Limited shall only share your data with the finance company/bank that you have instructed us to forward an application to.

How will we use your data?

Our Company collects your data so that we can:

- Process your application and manage your request.
- Monitor the performance of our products and services to ensure consumer outcomes are being achieved.

Data Type	Data use
Personal Data	Provided to the Financial Institution selected by the client/s for a credit search and money laundering prevention requirements.
Business Data	Provided to the Financial Institution selected by the client/s for a credit search and money laundering prevention requirements.

Lawful Basis for Processing Data

Data Type	Lawful Basis for Processing
Personal Data	Consent
Business Data	Consent

If you agree, Our Company will share your data with our partner companies so that they may offer you their products and services.

- Societe Generale Equipment Finance Limited
- De Lage Landen Leasing Limited
- BNP Paribas Leasing Solutions Limited
- Close Brothers Asset Finance Limited

When Our Company processes your data, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Our Company securely stores your data at 18 Ballyclogh Road, Bushmills, Co Antrim, BT57 8TU.

Data Location	Security
Office building at 18 Ballyclogh Road, Bushmills, BT57 8TU	All physical paperwork is stored in fireproof filing cabinets.
	Digital security is managed by a third party, Outsource Solutions.

Our Company will keep the business information and personal information you have provided us with, along with a copy of your agreement for 7 years following the final payment of your agreement, unless you have requested that we retain the information on your behalf. Once this time period has expired, we will delete your data by shredding and incinerating any paper documents we may have.

Data Type	Duration	Data Deletion Method
Hard Copy/Paper Files	7 years following final payment	Shredding and incineration
Digital	7 years following final payment	Deletion of digital files on all computers and digital platforms

Marketing

Glendale Finance Limited 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 we do not pass on information to other companies for marketing purposes.

You have the right at any time to stop Our Company from contacting you for marketing purposes.

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Our Company’s processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

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: alison@glendalefinance.co.uk

Call us at: 028 2766 7395

Or write to us: 18 Ballyclogh Road, Bushmills, Co Antrim, BT57 8TU

Cookies

Glendale Finance Ltd does not use cookies to track and test customer engagement and actions throughout the customer journey or customer communications.

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 18/03/2024.

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: alison@glendalefinance.co.uk

Call us: 028 2766 7395

Or write to us at: 18 Ballyclogh Road, Bushmills, Co Antrim, BT57 8TU

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner’s Office at www.ico.org.uk