

# Privacy Policy – Snag Scotland

## Who are we?

This privacy policy statement sets out the data processing practices carried out through your use of this web site by Snag Scotland.

We are a snagging service with national coverage for Scotland

## Links

This privacy policy only covers Snag Scotland website at <https://www.snagscotland.com/>  
Links to other websites will be covered by their own privacy policy.

## Information collected

We collect personal information from visitors to this web site through the use of enquiry forms and every time you e-mail us your details. Other than this, we do not store or capture personal information but simply log your IP address (this is the technical standard which ensures messages get from one host to another and that the messages are understood) which is automatically recognised by the web server.

## Use of personal information

In general terms, and depending on which services you ask us to deliver, as part of providing our agreed services we may use your information to:

- Contact you by post, email or telephone.
- Identifying potential customers.
- Dealing with your requests and enquiries.
- Providing you with information about products and services offered.
- Maintain our records in accordance with applicable legal and regulatory obligations.

We do not sell personal information collected through this site or use your personal information for any other purposes than those stated above.

## How you can access and update your information?

Keeping your information up to date and accurate is important to us. We commit to regularly review and correct where necessary, the information that we hold about you. If any of your information changes, please email or write to us, or call us using the 'Contact information' noted below.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

Whilst we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best effort to ensure its security on our systems.

Your data will usually be processed in our offices in the UK. However, to allow us to operate efficient digital processes, we sometimes need to store information in servers located outside the UK, but within the European Economic Area (EEA). We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

## **Third Party Service Providers working on our behalf**

We may pass your information to our third-party service providers, agents, subcontractors, and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example you request 0% finance for a boiler installation this finance is provided through a third party. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service you have requested.

Please be assured that we will not release your information to third parties unless you have requested that we do so.

## **Security**

We endeavor to take all reasonable steps to protect your personal information. All the data collected by us is stored on a secure server. The secure server software encrypts all information you input before it is sent to us.

## **Using your information for fraud prevention**

We may share your personal information with fraud prevention agencies. If false or inaccurate information is provided and fraud is identified, details of this fraud will be passed to those agencies to prevent fraud and money laundering.

## **Checking your identity**

We may ask you to provide physical evidence of identity verification as a lender will search the files of credit reference agencies which will keep a record of their search, whether or not your application for a loan proceeds. This is not seen by us or shared with any other third parties unless written consent is received from you.

## **Money Laundering Checks**

To comply with Anti-Money Laundering regulation, there are times when the lender will need to confirm or reconfirm your name and address. This is not seen or shared with any other third parties unless written consent is received from you.

## Internet-based Transfers

Given that the Internet is a global environment, using the Internet to collect and process personal data necessarily involves the transmission of data on an international basis. Therefore, by browsing this web site and communicating electronically with us you acknowledge and agree to our processing of personal data in this way.

## Personal Data and your rights

If we collect any personal data from you, you have the right to receive/amend/delete information about the personal data we hold about you. Snag Scotland do not charge a fee for this unless we believe the request is excessive or unfounded. If we refuse a request we will tell the individual why and that they have the right to complain to the supervisory authority and to judicial remedy. Snag Scotland will do this without undue delay and at the latest within 30 days.

If at any time you no longer wish to receive any of our e-bulletins, newsletters or other information for which you have subscribed our partner retailer process, then please contact us at [info@snagscotland.com](mailto:info@snagscotland.com) so that we can remove your relevant details.

## Changes to this Privacy Policy

We may make changes to this Privacy Policy from time to time. You should check this page regularly to see our most up to date policy. We will tell you about any changes to this Privacy policy by showing the date of the changes in the 'Last updated' section below. By using the website after the date we make any changes, you are agreeing to the changes.

## Contact information

Snag Scotland Ltd  
Rauds,  
2 Anderson Place,  
Edinburgh,  
Scotland,  
EH6 5NP

Email: [info@snagscotland.com](mailto:info@snagscotland.com)

## Complaints

We always endeavor to provide the best service for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call, write or email us.

We aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.