

How The Mortgage Works and Nationwide use your information

Introduction

This privacy statement is a summary of how The Mortgage Works and Nationwide use your personal information.

For your client's data, we will always expect you to comply with the Data Protection legislation when collecting and processing client personal data; more information on that is contained within our Terms and Conditions.

The information we collect and hold

The information we hold comes directly from you when you submit it as part of your registration. We might also collect or receive information about you from third parties, including credit reference agencies, government bodies and authorities, law enforcement agencies or service providers.

We collect and use it:

- to process your registration.
- to consider any business from you for administrative purposes including contact management.
- for fraud and money laundering prevention.
- check the Financial Services Register to confirm that appropriate and current agreements indicating or giving rise to an agency, joint venture or authorisation and permissions are in place.
- to make any other relevant searches and checks in respect of you and your owners/principles.
- to conduct statistical analysis.
- to enhance your experience and our products and services and to test our systems and processes.
- to manage any queries and complaints you might have.
- to sometimes send you emails informing you about our products, services and about changes in the terms for existing products. We will always provide you with the option to unsubscribe from those communications and/or change your future preferences.

Our legal basis for using your personal information

We're able to use your information for the purposes outlined above, only where:

- we have your consent (where consent is needed)
- we need to comply with our legal obligations
- we need it to perform our contract with you
- we have a strong legitimate interest – this includes contacting you about relevant products or services that you or your clients may be interested in.

Who do we share your information with?

We might share your data with partners and suppliers that support the operation of the business. Where required, we will also share it with regulators and credit reference agencies.

Your rights

You have certain rights when it comes to your personal information. This includes rights to access and correct your information, and to erase, transfer, object to, restrict or take away consent around how we use your information. However, these rights might not be available to you in all circumstances. We'll always consider your request and get back to you as soon as we can within one month. To find out more about these rights and who you need to contact, please see Nationwide's full privacy statement available in branch or online at nationwide.co.uk/privacy.

You also have the right to complain to the Information Commissioner's Office, who oversees data protection regulation in the UK. Their details can be found online at ico.org.uk.

How long do we keep your information for?

It is our practice to keep your information only for as long as is necessary to manage your relationship with us and comply with legal and regulatory requirements.

Cookies

By using our website, you're consenting to our use of cookies. You can change your cookie settings at any time through your browser.



The Mortgage Works (UK) plc (Company No. 2222856) is a wholly owned subsidiary of Nationwide Building Society and is authorised and regulated by the Financial Conduct Authority (FCA) under registration number 189623. You can confirm our registration on the FCA's website (www.fca.org.uk). The Mortgage Works (UK) plc also acts as agent and mortgage administrator for Derbyshire Home Loans Ltd (Company No. 2628265, FCA No. 302586) and for E-Mex Home Funding Ltd (Company No. 02124900, FCA No.305370). All three companies are wholly owned subsidiaries of Nationwide Building Society, are registered in England and Wales with their registered office at Nationwide House, Pipers Way, Swindon, SN38 1NW and are authorised and regulated by the FCA. Most buy-to-let mortgages are not regulated by the FCA. The Mortgage Works (UK) plc, Portman House Richmond Hill, Bournemouth, BH2 6EP. Telephone: 08000 30 40 60. Please note that for our mutual protection and to improve service standards, we may monitor and/or record telephone calls
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