

Dear Client (s)

As part of some new regulations to help protect your personal data we need to let you know about how your personal data is processed by us to perform the services we have agreed with you. We will do this in the privacy notice below .

1. We will collect and store *your* personal and financial information which will be handled in accordance with the Data Protection Act 1998 as amended, extended, re-enacted or consolidated from time to time (including without limitation the implementation of the General Data Protection Regulation 2016/679/EC) (data protection legislation). For the purposes of data protection legislation, we are the data controller and we will process *your* Data in accordance with articles 6 (1)(b), 6 (1)(c) and 9 (1)(a) of the General Data Protection Regulation 2016. We will use *your* information to ensure proper performance of *our* agreement with *you* and to comply with *our* legal obligations when providing the services as further described below.
2. We will use *your* name, address, email address, contact number, date of birth, national insurance number and financial information ('personal information') to provide *our* services to *you* and verify your identity and this may require *us* to pass *your* personal information to *our* group companies, electronic verification providers, product providers or other financial firms such as lenders, banks, insurers, fund managers and platform providers. Should *you* decide not to proceed with our services, we will delete *your* personal information.
3. We will pass *your* personal information to Tenet\* as they are responsible for the services we provide to *you* (or their professional advisers) for compliance and monitoring purposes as detailed in this *Important Information about our Services* document. Further detail regarding how Tenet will use *your* data can be found on it's website at [www.tenetgroup.co.uk](http://www.tenetgroup.co.uk) or by contacting Tenet on 01132390011.
4. We may be required to pass on *your* personal information to the Financial Conduct Authority (FCA), Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS) to help with an investigation or complaint or other authorities as required by law.
5. We may need to collect sensitive personal data including information about *your* health, ethnic origin, or criminal prosecutions from third parties such as employers and credit reference agencies, fraud prevention agencies and other similar organisations in order to provide *you* with the services, for example where *you* require advice on protection or annuity products.

If *you* consent to *us* obtaining *your* sensitive personal data from the third parties referred to above for the purpose of providing *you* with the services and sharing it with third party providers to obtain quotes on *your* behalf for example where *we* are providing *you* with annuity or protection advice as part of *our* services and Tenet please insert an 'x' in this box\*

[ ]

I/We authorise Countrywide Financial Solutions to obtain appropriate Identification checks to satisfy Money Laundering criteria

\* You may exercise your right to withdraw your consent to the processing of your sensitive personal data at any time by contacting 01253 797266.

6. If *you* would like to be contacted by *us* about other services *we* may offer from time to time, please tick below *your* preferred method of contact to confirm *your* consent:  
In writing by post; [ ]

by email [ ] by text [ ] or by phone [ ]

Preferred date and time for contact by phone;

Weekday; [ ] Weekend [ ] am [ ] pm [ ] \*

\*You may exercise your right to withdraw your consent and opt-out of receiving any marketing information from us at any time. To opt-out of receiving such information you can click on the unsubscribe button contained in any communication received or email [financial@countrywidelfa.co.uk](mailto:financial@countrywidelfa.co.uk) or call 01253 797266 providing us with your name and contact details.

7. For further information [on how *your* personal information is used, including *your* rights to access the personal information, and who to contact if *you* have any queries] please see *our* Privacy Policy which is available at <http://www.countrywidelfa.co.uk/financial/privacy-policy> or by contacting our office on 01253 797266.

Tenet Group Limited, Tenet Limited, TenetConnect Limited, TenetConnect Services Limited, TenetLime Limited, its associated companies and its network of appointed representatives.

Yours sincerely

**Adviser**

Name : \_\_\_\_\_

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**Client 1 Signature**

**Client 2 Signature**

Name : \_\_\_\_\_

Name : \_\_\_\_\_

Date : \_\_\_\_\_