

How we collect and use your data

Video transcript

Our privacy notice tells you: what we do with your personal data, why we use it, how we obtain it, and how long we keep it.

You have the right to know what happens with your data.

The type of data we process and how long we keep it will depend on the nature of your complaint and at what stage it is at. Personal data could be anything from your name and contact details to your complaint reference number and financial information. It could also include special category data such as health information.

We have to have a valid reason to use your data. Often, this will be to fulfil our role in investigating complaints, preventing unfairness arising or complying with a legal obligation.

You might give us this data yourself or we might get data from your representative. We'll also get data about you from the business you are complaining about and may gather additional information from someone else such as a medical expert.

We know that data security is important, so we take steps to ensure that personal information is stored securely.

You have the right to ask us what data we hold about you, tell us if it needs updating or object to our use of your data. Your rights are important.

We always aim to deliver a good service to all our customers, but sometimes, we know things can go wrong. If this does happen, you have the right to complain to us about this:

data.protection@financial-ombudsman.org.uk

For full details on how we use your personal data, your rights and how you can contact us, view the full privacy notice on our website.

www.financial-ombudsman.org.uk