

## **Privacy Notice**

Dore Financial Services Ltd is committed to respecting and protecting your privacy and would like you to feel safe when you give us your personal details. We will always clearly identify ourselves in correspondence and on our website. Our principal business is to provide advice and arrange transactions on behalf of clients in relation to Life & Pensions products. To provide you with relevant information, respond to your requests we sometimes request that you provide us with information about yourself.

This privacy notice will inform you of the information we gather and how it is used. Dore Financial Services Ltd. maintains the same privacy practices with respect to data that is collected off-line and on-line and this notice also covers both those methods of data collection and use. Dore Financial Services Ltd complies with EU General Data Protection Directive (GDPR) for the collection, use, and retention of all personal data. Our Data Privacy Policy is available on request.

### **What information we gather:**

In general you may visit our website without identifying yourself or revealing any personal information. Dore Financial Services Ltd collects domain information from your visit to customise and improve your experience on our website.

This website may collect certain information from your visit, including the date and time of your access, the pages you have accessed, the name of the Internet Service Provider and the Internet Protocol (IP) address by which you are accessing the Internet, and the Internet address from which you linked to our site, if applicable. We use this information to better understand how our website is being used so that we can improve its performance.

Some portions of this website may request that you give us information about yourself, from which we are able to identify you, such as your name, e-mail or other address. Some of the ways in which we may collect information from you are:

- Subscription Letters or other Dore Financial Services Ltd content related correspondence
- Event Registration for seminars, conferences, etc.
- White paper or other downloads

### **Use of the Information we gather:**

When we collect information about you, we intend to tell you why we are asking for the information and what we intend to do with it. You will have the option of not providing the information, in which case you will still be able to access other parts of this website, although you may not be able to access certain services. In certain areas of our website, we may, where appropriate, enable you to 'opt-in' to certain uses of your information e.g. personal data and direct marketing. Data will not be held for longer than is necessary, general client details will be held while you are a customer.

The information we collect about you or your computer is used to run the website, respond to your requests or process any transactions you have requested. It may also be used to verify your identity, send you information or contact you in relation to a Dore Financial Services Ltd. product or service that you are using or that we believe may be of interest to you after you have chosen to 'Opt in'.

### **Sharing information with third parties:**

In certain instances, we may make your information available to third parties with whom we have a relationship where that third party is providing services on our behalf. We will only provide those third parties with information that is necessary for them to perform the services and we take measures to protect your information.

The information we collect may be used, stored and processed in the EU, UK, United States, Switzerland or in any other country in which Dore Financial Services Ltd. does business. By providing the information via the website you are consenting to the transfer of the information outside of your country to any country (including countries which may not have adequate levels of protection).

Dore Financial Services Ltd. may disclose information it has collected about you on the website if required to do so by law or necessary to protect the rights of Dore Financial Services Ltd or its employees.

### **Data Security:**

Dore Financial Services Ltd's intent is to strictly protect the security of your personal information, honour your choice for its intended use; and carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration or destruction. We have taken appropriate steps to safeguard and secure information we collect online, including the use of encryption when collecting or transferring sensitive data.

However, you should always take into consideration that the internet is an open forum and that data may flow across networks with little or no security measures, and therefore such information may be accessed by people other than those you intended to access it.

### **How to update and/or amend the personal information you have provided:**

You are entitled to know whether we hold information about you and, if we do (subject to certain limitations), to have access to that information and have it corrected if it is inaccurate or out of date. To exercise your Right of Access or to update your details under your Right of Rectification or Erasure please e-mail your request to the contact address below with proof of identity.

### **Business Relationships:**

This website contains link to other websites. Dore Financial Services Ltd is not responsible for the privacy practices or the content of such websites. Dore Financial Services Ltd uses pixels, transparent GIF files and other methods to help manage online advertising.

### **Contacting Us:**

If you have any questions or comments about our privacy notice or practices, please contact us. Dore Financial Services Ltd. may modify or update this privacy policy from time to time, at any time, without prior notice. You can check the "Last Updated" date below to see when the notice was last changed. We encourage you to check this notice often so that you continue to be aware of how we are protecting your personal information. Your continued use of the website constitutes your consent to the contents of this privacy notice, as it may be modified from time to time.

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