

Midlands Investment Agency Limited Data Protection Privacy Policy & and Cookie Policy

Thank you for taking the time to visit our website. Midlands Investment Agency Limited respects each person's privacy and this policy will advise you how we collect and use the personal information that you supply us with. By submitting your data to us, it is implied that you have given us your permission to use your data under the terms of this policy. Our Privacy Policy is updated from time to time, so please check our website regularly to ensure you are fully up-to-date with how we deal with the information you have provided to us.

Who we are: You might not know this but Midlands Investment Agency Limited is a Limited Company registered in England & Wales (registration number 9221850) whose registered address is at 16 High Street, Tettenhall, Wolverhampton, WV6 8QT.

Why we need your details: Midlands Investment Agency Limited collect and use your personal details, which can include telephone numbers, address and e-mail, so that we can process one of the following:

- Provide you with financial advice
- Reply to any requests for information that you ask us for
- Clarify any particular query
- Supply details of any product or service within the Midlands Investment Agency Limited group only that we believe may meet your needs
- Cross check any information that we receive with that held on our database.

How we receive the information: The information that we hold may be supplied by you directly to us by telephone, face to face meeting or e-mail. We class this as being 'personally identifiable information', which means it can be used to identify you, personally.

Who has access to this information? Your 'personally identifiable information' details will be kept within the Midlands Investment Agency Limited organisation until such time as we decide that they should be removed. Your details will not be sold or otherwise disposed of to any third party.

Use of cookies on our website: A cookie is a small text file that is downloaded onto your computer when you visit certain websites and allows a website to recognise a user's computer. Cookies are used to help users navigate websites more efficiently and to perform certain functions, as well as to provide information to the owners of the website.

Google Analytics: This website uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets a cookie in order to evaluate your use of our website and compile reports for us on activity of our website.

How do I restrict or delete cookies? The cookies we use are essential for parts of the website to operate, some may have already been set. You may delete and block all cookies from this website, but please be aware that restricting or deleting cookies may impact on the functionality of the website. Your web browser may allow you to restrict or delete cookies set by this website. The Help function within your browser should tell you how. Alternatively, you can visit www.allaboutcookies.org which provides general information about cookies and how you can manage cookies on your computer.

Use of Third Party Testimonial Gatherers: At certain times we may ask our clients consent to provide online testimonials or reviews about the service they have received from XYZ Financial Services. We always protect our clients' identity by ensuring that actual names are not provided in the reviews.

How Secure are your details? When you register your details, we will take all reasonable steps to keep these details secure and free from unauthorised access by use of technology and internal systems which will be updated as new technology becomes available and is appropriate to our systems.

Third Party Sites: Third party internet sites that you can link through to from our website will not be covered by our Privacy Policy and Midlands Investment Agency Limited accept no responsibility or liability for any actions that these sites may perform. We advise that you should check the policy of each site that you visit.

Removing or changing your information: If you wish to change the information that we hold for you, please contact our office or, if you have registered your profile on our website, please go to www.miafinancialadvice.co.uk

If you wish to have your information removed from our database either permanently or temporarily, please contact us. Due to our Regulatory obligations & Legal responsibilities, there may be occasions where we are unable to delete records. We will discuss this with all clients who request any data to be deleted.

Making a complaint about the way in which your data is stored or used: In the unlikely event that you have a complaint about the way in which your details are used or stored by this company, please contact martin.dodd@miadvice.co.uk or write to:

Mr Martin Dodd, Midlands Investment Agency Limited, 16 High Street, Tettenhall, Wolverhampton, WV6 8QT.

If you simply have a query about any aspect of this policy or wish to have any part of it clarified, please contact us.