

## **Privacy Notice**

This explains how and why we acquire and use your personal information in accordance with Regulation (EU) 2016/679, the General Data Protection Regulation (GDPR).

### **We may collect information about you:**

- as part of the process of you enquiring about / purchasing an item or service / selling an item in our retail division
- as part of a pawn loan enquiry / application and for the purposes of managing a pawn loan agreement
- from you, from public records and from third parties with your consent
- this might include your name, address, date of birth, contact details, credit record, agreement history and payment or banking details

### **We use your information to:**

- communicate with you by telephone, email, SMS, or post using the contact details you have provided
- manage your account, which might include making / receiving payments
- prevent fraud and money laundering, and protect this company, our clients and employees.

We may use your data for the above purposes to fulfil our legitimate interest of managing our business / legal agreement with you and where otherwise required to comply with our legal and regulatory obligations, and where permitted by the GDPR. If you do not provide us with your personal information, we may not be able to serve you and will not be able to lend to you.

We may also use your information for other purposes where you have consented to this (see below).

### **We may share your information with:**

- third parties to which we transfer, charge or assign your agreement or which provide services for us
- law enforcement agencies or regulatory bodies where we are required to do so by law

### **We store your information:**

- within the European Economic Area (EEA)
- if we transfer data outside the EEA we will ensure that before we do so there is adequate protection in place to ensure the security of your data.

### **We keep your information:**

- for as long as it is needed to manage your account and for a maximum of six years unless a longer period is relevant in law, such as where matters of title apply (the statute of limitation does not apply to same).

### **You have the right to:**

- access the information we hold about you
- ask us to make any changes to your information to make sure it is accurate and up to date
- ask us to stop or limit our use of or to delete your information (we are not obliged to do this in relation to information we need as part of our contractual relationship)
- receive your information in a format that suits you
- transfer your information to a third party

**Contact:** (1). If you have a question, want to exercise your rights or make a complaint, please contact us first:  
[www.miltonsjewellers.com/contact-us](http://www.miltonsjewellers.com/contact-us)

(2). In relation to ***pawnbroking*** matters, if we cannot resolve a complaint you may contact the:

**Financial Ombudsman Service**

**Exchange Tower**

**London**

**E14 9SR**

**Tel: 0800 023 4567**

(3). You also have the right to complain about the use of your personal data to :  
The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.  
[www.ico.org.uk](http://www.ico.org.uk).