

## Client Privacy Policy

This Privacy Policy (together with our Cookie Policy explains how Ilara Partners Limited (“**Ilara Partners**”, “we”, “us” or “our”) collects and uses personal information about our clients where they are individuals, sole traders, non-limited partnerships and their officers and employees, including corporate contacts at limited companies or PLCs (“**Clients**”, “you” and “your”), in order to provide them with our services.

Ilara will be the controller of the personal data which Clients provide to us or which is collected by us in order to provide our services. This means that we are responsible for deciding how we hold and use personal data about you and that we are required to provide you with the information contained in this policy.

Please read it carefully to understand how we will use your personal data and the rights you have in relation to it. If you have any queries about how we use your personal data or otherwise about the contents of this policy, you can contact us using the details provided at the end of this policy.

Clients must ensure that they provide a copy of this policy to all of their employees and officers whose personal data may be provided to us, prior to the provision of their personal data and they must ensure that they provide them with any updated privacy policies that we may provide to them from time to time.

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### **1. What personal data do we collect about you and how?**

We will collect the following information about you:

- Your contact details such as your name, job title, address, telephone number and email address;
- Details of the services you request from us; and

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- In the case that we are required to carry out Anti-Money Laundering/Know Your Customer checks (usually because a Client is not regulated), directors'/partners names and copies of their passports for entities.

We collect your personal data in a number of different ways, for example:

- **Information you (or a Client) gives us:** by corresponding with us by phone, email or otherwise. It includes information which is provided when you/they enter into a contract for us to provide our services.
- **Information we collect about you:** We will collect information when we record or monitor our telephone calls with you, and may also when you visit our websites via cookies, such as your IP address and other browser-generated information. More information is provided in our Cookies Policy.

We record all service calls for quality and training purposes, to enable us to deal effectively with queries and complaints and, in the case of calls where Clients place transactions on regulated markets, in order to comply with our regulatory obligations.

In most cases, you are not obliged to provide any personal data to us, but if you have requested information or a service from us, we will not be able to provide it without certain information, such as your contact details.

If you have ordered a service from us, in cases where a Client is unregulated it will be a statutory requirement for us to obtain, and a contractual requirement for you to provide, certain information so that we can verify your identity in order for us to meet our obligations under the Money Laundering Regulations 2007 and any other applicable legislation, for the purposes of crime prevention and credit risk reduction. You are obliged to provide this information in order for us to provide the service and if you fail to provide it, we will be unable to provide the service.

## 2. How do we use your personal data?

We will access and disclose your personal data if we are required to do so by law (or if we reasonably believe we are required to do so by law), and to the extent it is necessary for the proper operation of our systems, to protect us/our clients, or for the enforcement of our Terms of Service.

We retain and use your personal data for the following purposes:

- providing our services to you, including the provision of advice and discretionary management services, including by email;
- administration and accounting, billing and auditing and other legal purposes, including to comply with our regulatory obligations;
- where we are required, to carry out checks on you, such as identification verification checks and anti-money laundering checks, for the purposes of meeting our obligations under the Money Laundering Regulations 2007 and any other applicable legislation, for the purposes of crime prevention and credit risk reduction;

- security, payment verification, insurance, debt tracing and debt recovery;
- dealing with any queries, complaints or problems reported by you;
- enabling you to participate in the interactive features of our website and ensuring content from our website is presented in the most effective manner for you and your computer or device;
- notifying you about changes to our service and/or the terms on which the services are provided;
- Where you have consented to provide you with information about our additional services we feel may interest you. You can withdraw any consent you have given to our use of your personal data for marketing purposes at any time by contacting us using the details provided in the 'Contacting Us' section at the end of this policy or by clicking on the 'unsubscribe' link provided in each marketing email.

Unless stated otherwise in this privacy policy, the legal basis for our use of your personal data will be that this information is required for one or more of the legitimate interests described above.

### **3. Storage of Your Data**

We will only keep your personal data for as long as we need to in order to fulfil the relevant purpose(s) it was collected for, as set out above in this policy and for as long as we are required to keep it by law. We retain copies of our customer contracts in order to enable us to deal with any legal issues along with the information provided to us for identification verification checks and anti-money laundering checks (as required by law) for 6 years after termination or expiry of our contract with a Client. We retain details of any complaints for 5 years from receipt in accordance with the DISP chapters of the Financial Conduct Authority ("FCA") Handbook. We retain telephone call recordings for five years, and for 7 years in specific cases at the FCA's request, or longer if required by law or the FCA.

If you have a query about how long we retain your personal data for, please contact us using the details contained in the 'Contacting Us' section at the end of this policy.

### **5. Who is your personal data shared with?**

We may disclose your personal data to:

- Our regulators and authorities, such as the FCA or otherwise where we are required to disclose or share your personal data in order to comply with a legal obligation, to protect the rights, property or safety of Ilara Partners, our clients or others. This may include exchanging information with other companies and organisations for the purposes of fraud protection;
- Third parties which we use to carry out the checks that we need to carry out on you, such as identification verification and anti-money laundering checks, including third-party data providers, financial crime prevention agencies and utility companies;
- Our auditors, accountants, compliance consultants, legal and other advisers;

- Other service providers that may be located in or outside the European Economic Area (EEA), such as our IT infrastructure service provider, currently Tivarri Limited and our Portfolio Management System provider, currently Teamwork Management SA. We have contracts in place with our service providers to restrict how they can use the personal data they have access to;
- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer; and
- If Ilara Partners (or its holding company) or substantially all of its assets are acquired by a third party, in which case personal data held by it about Clients may be one of the transferred assets.

## 6. International Data Transfers

In the event that the situation arose whereby we transfer your data to a service provider outside of the EEA, we will ensure that appropriate controls are in place to protect your data in accordance with applicable data protection laws, such as:

- The European Commission has made an official decision that the recipient country is a 'safe' country for the receipt of personal data; or
- We have entered into a form of contract with the service provider which has been approved by the European Commission as providing adequate protection for personal data, or if the service provider is in the US, it has self-certified to the EU/US Privacy Shield Framework.

For details of the transfers of, or access to personal data outside of the EEA and the safeguards that we have in place when transferring, or allowing access to, your personal data outside of the European Economic Area, (and for a copy of the safeguards, where applicable) please contact us using the details provided in the 'Contacting Us' section at the end of this policy.

## 7. Safeguarding your personal data

We take appropriate administrative, technical and physical safeguards to protect your personal data against unauthorised access, use, disclosure or loss.

However, we cannot guarantee the security of any information you send to us by email or via our website.

## 8. What are cookies and how do we use them?

Our website uses cookies to provide control a user's experience on our website. This helps us provide you with a good experience when you browse our website and allows us to improve our site. For more detailed information on the cookies we use and the purpose for which we use them see our Cookie Policy, available at our website [www.ilarapartners.com](http://www.ilarapartners.com).

## 9. Third party links

This policy only applies to our website and our services and not those provided by third parties, including those to which our website may link. We would advise you to make yourself familiar with any privacy policy provided by such third party websites before providing personal information.

## 10. Your rights

You have the following rights (unless exemptions apply), which can be exercised by contacting us using the details provided in the 'Contacting Us' section below.

The right to:

- request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it;
- request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected or completed;
- request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below);
- request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it; and
- request a copy of your personal data which you have provided to us, in a structured, commonly used and machine-readable format and the right to transfer it, or to require us to transfer it directly, to another controller.

You also have the right to object to the processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.

You will not usually have to pay a fee to access your personal data (or to exercise any of the other rights above). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may request specific information from you to help us to confirm your identity before you exercise any of the rights above. This is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

If you are unhappy about how your personal data has been used please contact us using the details provided in the 'Contacting Us' section below. You also have a right to complain to the supervisory authority, which in the United Kingdom is the Information Commissioner's Office <https://ico.org.uk/>, which regulates the processing of personal data.

## **11. Contacting Us**

If you have any queries about this policy or our use of your personal data or you would like to exercise any of the rights described in the 'Your Rights' section above, please contact us at:

Peter Howlett

Ilara Partners Limited

130 Wood Street

London

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0203 167 6803

## **12 Changes to this Privacy Policy**

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check frequently to see any updates or changes to our privacy policy.