

Privacy Policy

1. The data controller

Olton Alexander are committed to protecting and respecting the privacy of anyone using missold.io

This policy (and any other documents referred to in it) sets out the basis on which any personally identifiable information (“personal data”) we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Whilst every effort has been made to ensure that our online forms and emails are as secure as possible, we are not able to guarantee the security of any information you submit via this website or over the internet. This is because the internet is not a secure medium of communication. Submitting your personal information into our site is done at your own discretion.

For the purpose of the UK data protection legislation, the data controller is Olton Alexander Limited incorporated and registered in England and Wales (Registered Number 07652082) whose registered office is Calcutt Court, Calcutt, Swindon, England, SN6 6JR and which is registered with FCA no. 833941

2. The Information we collect

Our websites allow you to complete and submit an online form, to express your interest in our services. We request personal data from you such as your name, telephone number and email address in order that we may contact you about our services. If you submit your data via the online submission form, your data will be stored securely and used by us to contact you via different communication methods including but not limited to telephone, email or SMS.

3. The way we use and process your information

We use personal data held about you in the following ways:

To ensure that content from our websites is presented in the most effective manner for you and for your devices;

To carry out our services and any other obligations arising from any contracts entered into between you and us, such as disclosing your personal data to third parties; for example, financial institutions, the Financial Ombudsman, the Financial Services Compensation Scheme, our Regulators, and third party service providers;

To contact you via telephone, email or SMS to ensure we can process your enquiry, case or request in a timely, professional manner.

To allow you to participate in interactive features of our service, such as our portal, when you choose to do so;

To notify you about changes to our service;

To comply with our legal obligations;

To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

And as part of our efforts to keep our websites safe and secure.

We may employ other companies and individuals to perform functions on our behalf. Examples include analysing data, and providing marketing assistance. Such companies and individuals may have access to personal information needed to perform these functions, but shall not use it for any other purposes and are required to process the data in accordance with the UK Data Protection law.

4. Cookies used on our websites

Our websites use cookies to improve your experience while visiting the sites. Where applicable our websites use a cookie control system allowing you on your first visit to the website to accept or decline the use of cookies on your computer or device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's device.

Cookies are small files saved to your computer's hard drive that track, save and store information about your interactions and use of the website. This allows the website, through its server, to provide you with a tailored experience within the site. You are advised that if you wish to deny the use and saving of cookies from this website on to your computer's hard drive you should take necessary steps within your web browsers security settings to block all cookies from our websites and their external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive to track and monitor how you use the website, but will not store, save, or collect personal information. You can read Google's privacy policy here for further information: <https://www.google.com/privacy.html>

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

5. Social Media Platforms

Communication, engagement and actions taken through external social media platforms that our websites participate on, are custom to the privacy policies held within each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. Our websites will never ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

Our websites use social sharing buttons which help share web content directly from web pages to the social media platforms, Facebook and Twitter. You should be aware that these sites are likely to be collecting information about what you are doing all around the internet, including on our websites. You are advised before using such social sharing

buttons that you do so at your own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account. In some cases, these sites will register that you are visiting either of our websites and the specific pages you are on, even if you do not click on the buttons but are logged into their services, like Facebook or Google. You should check their respective privacy policies to find out what they do with your information and to find out how to opt out or delete such information.

6. Your data, Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by contacting our Data Protection Officer at: customercare@oltonalexander.co.uk

If you request information from us but decide not to use our service, your personal data will be automatically deleted after 12 months. If you do use our PCP reclaim service, we are required by law to retain your personal data for as long as is reasonably necessary to comply with our statutory and contractual obligations. You have the right to request we delete your data from our records subject to our statutory and contractual obligations. This is known as the right to be forgotten.

You also have the right to access any information held about you. Your right of access can be exercised in accordance with current Data Protection legislation. An access request will be provided free of charge. Any further or subsequent copies may be subject to a fee to meet our costs in providing you with details of the information we hold about you.

You have the right to rectification, which means that the personal information we hold about you can be rectified, if any of its detail has been logged or processed incorrectly. If you would like us to make any amendments to the data we hold, please contact us at

If you have any concerns about the way we process your data, you can contact us using the above details, or in writing to:

The Data Protection Officer, Olton Alexander Limited, Cardinal Point, Park Rd, Rickmansworth WD3 1RE

7. Who we share data with

We will transfer your data to one of our panel of solicitors on behalf of your claim or a regulated firm to carry out quantum calculations to ascertain claim values. These firms include but not limited to the following:

- Pearl Legal Claims Ltd- The Olton Institute, Quarry Hill, Oulton, Leeds, LS26 8SX
- SSB Group, Head Office, Navigation House, 1 South Quay Drive, Sheffield S2 5SU
- Bridger and Co Limited t/a Bridger &Co Solicitors, Old Bank Chambers, 35 High Street, Builth Wells, Powys, LD2 3DL

This information will be detailed within your confirmation email.

8. Policy changes

We reserve the right to add to or amend this privacy policy at our sole discretion. Please review our privacy policy on a regular basis to make sure you have read the latest version and you understand what we do with your personal information. Your continued use of our services or our websites following the posting of changes to these terms means that you consent to those changes.

9. Soft credit check

Soft credit check Validating your case and verifying your identity By signing electronically our letter of authority and terms of business we will run a soft credit check to validate your case and verify your identity and to prevent money laundering. This will not affect your credit rating in anyway and only data relevant to car finance products or to support your case will be gathered from your credit file. The credit check is ran in association with the firm Fountain Finances Limited, which are registered in England and Wales. Registered number: 08069774 Registered office: 1D MacLaren House, Talbot Road, Old Trafford, M32 0FP. Fountain Finances Ltd. is authorised and regulated by the Financial Conduct Authority in respect of regulated claims management activity. FRN: 836354. Information Commissioners Office registration number ZA465505. VAT No. 250 2839 19.

TGG Ltd are acting as Marketing agents for Olton Alexander Limited TGG Ltd provide all information to Olton Alexander Limited which is captured within this website.

TGG Ltd don't use the data captured in any other way other than to pass to Olton Alexander Limited, or in some cases to reengage with customers prior to passing to Olton Alexander Limited to help you complete your application.

Re-engagement may include but is not limited to Email & SMS & Calls.

All re-engagement will include an opt out option.

If you have any queries about marketing Contact us:

Write to us at: TGG Ltd, Unit 14 Edward Court, Broadheath, Altrincham, England, WA14 5GL

See TGG'S Privacy Policy (<https://genius.co.uk/policies/>)

Updated 24/05/2023

