

# INTERMEDIARY PRIVACY NOTICE



This Privacy Notice explains how Utmost Limited and Utmost Trustee Solutions Limited as part of the Utmost Isle of Man Group (together 'Utmost' and the 'Utmost Isle of Man Group' or 'our', 'us' and 'we' as the context shall permit) hold, control and process your personal data. If you have any questions you can contact us using the details provided at the end of this notice.

## WHAT IS PERSONAL DATA?

1. Personal data is information that relates to a living individual who can be identified from that data. This identification can be from the information alone or in conjunction with any other information in our possession, or that is likely to come into the possession, of those processing the information.

## HOW YOUR INFORMATION WILL BE USED

2. Being transparent and providing accessible information about how Utmost hold, control and process personal data is governed by the European Union General Data Protection Regulation (GDPR) and the Isle of Man regulations applied under the Data Protection Act 2018 (together the Data Protection Regulations).
3. As a financial services organisation we hold, control and process your personal data to enable us to provide your clients with a contract for an insurance bond and you and your client with connected services. We also hold, control and process your data to allow us to comply with our obligations under applicable law and financial regulation and to provide you with information about our products and services which may help you in your client recommendation process. This personal data will include details such as your name, bank account details, address, email address, employer and regulatory authorisation information.
4. In the context of the Data Protection Regulations, we will process your personal data under the following legal bases:
  - a. To enter into or perform a contract (this will be your Terms of Business Statement & Application Form for Intermediaries or other agreement (Terms of Business Contract) with Utmost Limited),
  - b. To comply with the legal requirements of a European Economic Area (EEA) Member State or the Isle of Man, and
  - c. Where this is necessary for the purposes of our legitimate interests or that of a third party, except where such interests are overridden by the interests of the data subject.
5. When we are processing your personal data in order to fulfil Utmost's legitimate interests, these legitimate interests are:
  - a. To comply with applicable law and financial regulation.
  - b. To ensure network and information security.
  - c. To disclose personal information to regulatory authorities where we are required to do so by applicable law or regulation.
  - d. For marketing and communication purposes to keep you informed of product, service and industry-related technical developments, which may help you in your client recommendation process. In these circumstances we may contact you through mediums such as post, email communication and live telephone calls. You may object to the processing of your personal data in this way at any time, by contacting us using the details listed in paragraph 14 or by speaking with your Utmost contact.
6. If you do not provide the necessary personal data, Utmost may not be able to provide your client with a contract for an insurance bond and you and your client with connected services.

## INFORMATION PROVIDED BY OTHER SOURCES

7. Not all personal data we hold about you will have been provided directly by you. Where your personal data has been provided to us by another party, this is likely to have been as a result of a client recommendation; by way of a third party introduction; by your employer identifying you as their employee; or where you are a director or signatory of an Intermediary that has entered into a Terms of Business Contract with Utmost Limited. In these circumstances, we will have asked for information such as your name, address and where relevant your personalised contact details such as email address and telephone number.

## SHARING INFORMATION

8. We will transfer personal data to:
  - a. Associated Isle of Man companies within the Utmost Isle of Man Group, including Utmost Services Limited, which supplies our computer systems.
  - b. Regulatory authorities where we are required to do so by applicable law or financial regulation.
  - c. Where you provide your consent to do so, third parties for the purposes of providing a business reference in circumstances where you are establishing a relationship with that third party.
  - d. Third parties for marketing and communication purposes in order to fulfil our legitimate business interests.
  - e. Third party data processors, in circumstances such as where investment or adviser charge payments are facilitated via an insurance bond.

In compliance with the Data Protection Regulations, we will only transfer your information to third parties where they provide an adequate level of data protection.

9. Your personal data will be held, controlled and processed by us in the Isle of Man, which is not a member of the EEA. The Isle of Man has been recognised by the European Commission as having adequate data protection legislation.

## HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

10. We will only keep your information for as long as it needs to be retained to meet our legal and business requirements. Your personal data will be stored for a period of no more than seven years following the date on which all connected business relationships have ended. After this date, and if there is no legal obligation for us to continue storing your information, it will be erased, destroyed or put beyond use in a form that no longer permits identification of the data subject.

## HOW TO UPDATE THE INFORMATION WE HOLD ABOUT YOU

11. It is important that the information we hold about you is accurate and up to date. Please let us know if your information changes, or if the information we hold about you is incorrect. You can ask our Customer Services team to update and correct your information.

If we have disclosed your personal information to another entity as described in paragraph 8, we will also let them know about the changes unless it is very difficult or not possible for us to do so.

## YOUR RIGHTS

12. Under the Data Protection Regulations you have certain rights over your personal data. These rights are as follows:
  - a. You have the right to request from us access to your personal data through a 'subject access request'.
  - b. You have the right to obtain from us the rectification of any inaccurate personal data we hold about you.
  - c. You have the right to erasure of your personal data, unless we have a legal obligation to process your personal information.
  - d. You have the right to seek the restriction of the processing of your personal data in certain circumstances.
  - e. You have the right to object to its processing. We shall no longer process the data unless there are compelling legitimate grounds for the processing.
  - f. You have the right of portability in relation to your personal data. This means you can request we provide you with the personal data we hold about you in a structured, commonly used and machine readable format.
  - g. You have the right not to be subject to decisions based solely on automated processing. We do not carry out any automated processing which may lead to an automated decision based on your personal data.
  - h. Where we are processing any of your data based upon your consent to do so, you have the right to withdraw this consent at any time.

In order to exercise any of the above rights, please write to or email Utmost's Data Protection Officer at the details provided below.

13. If you believe we have not complied with the requirements of the Data Protection Regulations you have the right to make a complaint about our data processing to a supervisory authority, for example, the Information Commissioner's Office in the UK or the Information Commissioner in the Isle of Man. Their contact details are as follows:

Information Commissioner's Office (ICO)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
UK  
SK9 5AF

Telephone: +44 (0)1625 545700 or +44 (0)303 123 1113

Isle of Man Information Commissioner  
Head Office  
PO Box 69  
Douglas  
Isle of Man  
IM99 1EQ

Telephone: +44 (0)1624 693260

## IDENTITY AND CONTACT DETAILS OF THE DATA CONTROLLER AND THE DATA PROTECTION OFFICER

14. Your personal data is held, controlled and processed by Isle of Man companies in the Utmost Isle of Man Group. Specifically these companies are:

- a. Utmost Limited, which provides insurance bonds, and
- b. Utmost Trustee Solutions Limited, where appointed as a Trustee in connection with an insurance bond issued by Utmost Limited, and
- c. Utmost Services Limited which supplies our computer systems.

The registered address of each company listed in section 14 (a) to (c) is: Royalty House, Walpole Avenue, Douglas, Isle of Man, IM1 2SL.

15. If you wish to exercise any rights, have any queries as to how your data is processed, concerns or complaints, you can contact our Data Protection Officer by emailing: [dpo@utmostwealth.com](mailto:dpo@utmostwealth.com)

16. As the Isle of Man is not an EEA Member State, our EEA Appointed Representative in the United Kingdom is an establishment of Utmost Services Limited based at Tallis House, 2 Tallis Street, London, UK, EC4Y 0AB.

## A WEALTH *of* DIFFERENCE

Utmost Wealth Solutions and Utmost Trustee Solutions are brand names used by a number of Utmost companies. This item has been issued by Utmost Limited and Utmost Trustee Solutions Limited.

The following companies are registered in the Isle of Man. Utmost Limited (No 056473C), Utmost Administration Limited (No 109218C) and Utmost Trustee Solutions Limited (No 106739C) are regulated or licensed by the Isle of Man Financial Services Authority. Not regulated: Utmost Services Limited (No 059248C). Each has its registered office at: Royalty House, Walpole Avenue, Douglas, Isle of Man, IM1 2SL, British Isles.

The following company is registered in Ireland. Utmost Ireland dac (No 303257) is authorised by the Central Bank of Ireland and regulated by the Financial Conduct Authority in the UK for Conduct of Business Rules. Registered office: Block 2, Harcourt Centre, Harcourt Street, Dublin 2, Ireland.