

## **Complaints**

SF Wealth Services Ltd has a strict complaints policy to resolve any issues quickly and efficiently. If you have a complaint about our services or products, please send a letter to Compliance Department, SF Wealth Services Ltd Court Street Chambers, 12 - 14 Court Street, Madeley, Shropshire, TF7 5BE.

If we cannot deal with the complaint, you are, at any point able to contact the Financial Ombudsman.

The Financial Ombudsman Service is available to sort out individual complaints that clients and financial services businesses aren't able to resolve themselves. To contact the Financial Ombudsman Service please visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **Data Protection**

By proceeding with any application you agree that we can maintain and retain an accurate record of all dealings with you for such periods of time as required by the FCA client record keeping rules. This may also include phone conversations. You agree that we will hold your personal data in line with the requirements of the Data Protection Act 1998 (the Act). You or anyone authorized by you are able to request copies of all personal data we hold relating to you at any time. You agree that we can share this personal data with other organisations but only in pursuit of your financial planning needs, wherever a legal obligation may require it and with such Legal and Regulatory organisations that can make an information request to us.

## **Legal Info**

SF Wealth Services Ltd is an appointed representative of Squirrel PFA Ltd, which authorised and regulated by the Financial Conduct Authority no.613131  
SF Wealth Services is a registered as a Limited Company in England & Wales company no 08835821  
Contact details - SF Wealth Services Ltd Court Street Chambers, 12 - 14 Court Street, Madeley, Shropshire, TF7 5BE  
Email; [info@sfws.co.uk](mailto:info@sfws.co.uk)  
Phone; 08432897615

## **Legal Disclaimer**

The materials appearing on this website do not constitute financial advice and are provided for general information purposes only. No warranty, whether express or implied is given in relation to such materials. We can not be held liable for any technical, editorial, typographical or other errors or omissions within the information provided on this website, nor shall we be responsible for the content of any web images or information linked to this website.

## **Privacy Policy**

### **Information you provide to us**

Your privacy is important to us. By providing personal information such as your name and e-mail address via the forms on this website, you agree to us

contacting you with regard to the information you request.

Some forms on our website also include a check box asking you for permission for us to add you to our mailing list. This is an opt-in mailing list and your personal information will be used solely by us. **Under no circumstances will your personal information be sold or used by any other organisation.**

From time to time, we may include links in our e-mails to other web sites, which we think may be of interest to you. Each email communication you receive from us will have the option to remove your e-mail address from our list.

#### **Information we monitor about visitors**

During the course of any visit to our site, the pages you see, along with a short text file called a 'cookie', are downloaded to your computer. Many websites do this, because cookies facilitate useful features such as the ability to identify whether a user has successfully logged into the site or to find out whether the computer (and probably its user) has visited the website before.