

SARANAC

PARTNERS

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# Clients Privacy Notice

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# Clients Privacy Notice

Saranac Partners Europe is a Spanish investment firm (under the regulatory form of an Agencia de Valores), established in 2022 with the sole focus of serving the investment needs of private clients across the European Union.

Saranac Partners is committed to protecting your privacy and ensuring you are fully aware of the information we may hold on you and how that information might be used in the course of providing Services to you. This policy explains how we collect and safeguard your personal data.

## Data Protection Officer

Saranac has appointed a Data Protection Officer who can be contacted at [DPO@saranacpartners.com](mailto:DPO@saranacpartners.com)

By signing our Terms of Business you are acknowledging and accepting the practices described below.

## Information we collect

We collect personal data as part of our due diligence process on both existing and prospective clients. The process includes gathering intelligence from publicly available sources and the collection of physical forms of identity and address verification such as copies of passports, driving license or other legal documents.

You may provide additional information by corresponding with us via phone, email, or other means including interactions with our website or our dedicated client portal where we have granted you access.

The information you provide may include your (or your client's) name, address, email address, phone number, financial information or other relevant personal details.

By sharing these details with us, you confirm that you are entitled to share personal information, and where you are acting in a third party capacity that you have received the necessary authorisations to share information on behalf of the underlying client.

## Information we gather from other sources

In the process of gathering information on you as a prospective client or providing services to you we will engage with a range of third party providers such as credit and fraud prevention agencies in order to gather relevant data about you and your circumstances. These agencies may also give us additional details and information from the Electoral Census in order to aid identify verification.

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If you have authorised a third party to contact us, or authorised us to contact a third party on your behalf you acknowledge we may receive and store additional information they provide to us. When dealing with any third party in relation to your details we will always undertake a thorough security check prior to any discussion.

### **Retention period**

Your personal data will be processed for as long as you maintain the contractual relationship with us. In this sense, we will keep your personal data once the contractual relationship has ended, duly blocked, for the period of limitation of the actions that may arise from the relationship maintained, specifically 10 years for Anti Money Laundering regulation.

### **How we use your information**

We will continually review and assess the quality and quantity of personal data we hold, and observe your rights under applicable privacy and data protection laws. Where we provide investment services you agree and acknowledge personal data will be shared with your underlying custodian on an ongoing basis.

Information you give us may be used in the following ways:

- Based on your prior request to entering into a contract:
  - We will process personal information that is necessary to establish a business relationship, in application of the corresponding pre-contractual measures.
- Based on contractual obligations:
  - Management of the contracting request: we will process your data for the fulfillment of the contractual relationship and the provision of services, including the sending of communications that are strictly linked to the contracted service such as, for example, communications relating to modifications on our fees or charges.
  - Management of requests, claims and exercise of rights.
- Based on legal and regulatory obligations:
  - We will process personal information that is necessary to comply with the legal requirements of the regulations on the prevention of money laundering.
  - In compliance with the legal obligation established in The Markets in Financial Instruments Directive (MiFID), we will process your personal data to: (i) record the telephone conversations held with you, as well as the electronic messages sent to you to attend the service, i.e., those that are intended to advise you on the investment, (ii) in order to contract certain services, to make a prior assessment of the suitability of the service and/or product with respect to the customer's needs and/or its level of knowledge and experience shall be carried out by means of the relevant tests, (iii) send communications that are required to improve the quality of the pre-contractual, contractual and post-contractual information made available to clients, (iv) client categorisation, according to the investment services provided.
  - In compliance with current regulations, we have a customer care service to which you may address claims related to interest and legally recognised rights.

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- Based on the legitimate interests, in those cases that you have not opposed:
    - We will process your data from public available sources and physical forms of identity and address verification such as copies of passports, driving license or other legal documents for our due diligence process.
    - We will process your data for the prevention, investigation and/or discovery of fraudulent activities, including possibly communicating your personal data to third parties.
    - We may record these communications that are not imposed by the regulations in force, for the services agreed in this contract, for the purposes of: (i) to check we have carried out your instructions correctly, (ii) to resolve queries or issues, (iii) to help improve our quality of service, (iv) to help detect or prevent fraud or other crimes, (v) for staff training purposes.
    - For research and development of products and services.
    - To ensure that content of our website or client portal is presented in the most efficient manner for you and your computer.
    - To notify you about changes to our website or policies.
    - To allow you to participate in any interactive site features, which we may make available, should you choose to do so.
    - Provide you with information (by various means including but not limited to post, email and phone) about products and services that you have requested from us or which we may reasonably believe would be of interest to you.

In order to ensure that the necessary safeguards have been taken into account in order not to prejudice your rights, we have carried out the corresponding Legitimate Interest Assessments (LIA) on our interest and your data protection rights. The result of these analyses is favourable, taking into account the circumstances of each case. If you wish to know the conclusions of any of these analyses, you can request them to our Data Protection Officer.

- Based on your consent:
  - We may also use your personal data to provide you with information about services of carefully selected associates or affiliates of Saranac Partners where you agree for us to share certain information with those parties. Where this occurs, those parties are also required to protect your personal data.

You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise this right at any time by contacting our DPO.

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## When we disclose your personal data

We will not share your personal data with third party entities without your express prior permission other than in the instances detailed below.

- a. to perform our obligations under our agreement with you.
- b. if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions and other agreements or to protect the rights, property, or safety of Saranac Partners, our clients, or others. This includes exchanging information with other companies and organisations for the purposes of prevention of money laundering, fraud protection and credit risk reduction, or with law enforcement or regulatory agencies.
- c. in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- d. if Saranac Partners Ltd or substantially all of its assets are acquired by a third party, as the personal data we hold about our customers will be one of the transferred assets.
- e. with our auditors, advisors and our regulator, the Comisión Nacional de Mercado de Valores (CNMV) in the course of their normal duties.

We may disclose your personal data to third parties, located anywhere in the EEA (European Economic Area) and/or UK. Your personal data may be disclosed to our service providers outside the EEA/UK or be processed by staff operating outside of the EEA who work for our affiliates or for one of our suppliers. Where we transfer your personal data outside the EEA/UK, we will ensure that it is protected in a manner that is consistent with how your personal data will be protected by us in the EEA/UK. This can be done in a number of ways, for instance:

- the country that we send the data to might be approved by the European Commission or UK Government (as applicable); or
- the recipient might have signed up to a contract based on “model contractual clauses” approved by the European Commission or UK Government (as applicable), obliging them to protect your personal data. In other circumstances the law may permit us to otherwise transfer your personal data outside the EEA and/or UK. In all cases, however, we will ensure that any transfer of your personal data is compliant with data protection law.

You can obtain more details of the protection given to your personal data when it is transferred outside the EEA/UK (including a copy of the standard data protection clauses which we have entered into with recipients of your personal data) by contacting us in accordance with the “Contact details” section below.

## Where and how we store your personal data

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Notice.

We maintain strict security standards and procedures with a view to preventing unauthorised access to your data by anyone, including our staff. We use technologies such as (but not limited to) data encryption, firewalls and server authentication to protect the security of your data. All our staff and third parties are required to observe our privacy standards and to allow us to audit them for compliance.

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Where we have provided access to the client portal you acknowledge that the transmission of information via the internet cannot be entirely secure. You are responsible for ensuring any passwords and logon credentials are kept secure.

We will implement and adhere to information retention policies relating to your information and will ensure that your personal data is securely disposed of at the end of the appropriate retention period.

## Cookies

Our websites use cookies to distinguish you from other users of our web site as well as to personalise content and advertisements. This allows us to improve our site and provide an enhanced experience for our clients. The installation of analytical and advertising cookies is under users' control, who may at any time configure their configuration options or withdraw their consent. For detailed information on the cookies, we use and purposes for which we use them, please refer to our [cookie policy](#).

## Rights of data subject

- **Right of access:** The right to access information we hold about you in written or electronic form. Your right of access can be exercised at any time and is free of charge.
- **Right to rectification:** If you believe the data we hold is inaccurate or incomplete you are entitled to have this rectified, typically within one month. Where this data has been passed to a third party the rectification should also include the data passed to that third party.
- **Right to erasure:** Where your personal data is no longer needed for the purpose for which it was collected you may request that the data be erased provided that the data is no longer needed to comply with legal or regulatory obligations (see Retention Period).
- **Restriction on processing:** You have the right to ask us not to process your personal data in the following circumstances:
  - you believe the data held is inaccurate;
  - you object to the processing on the grounds that there is no legitimate purpose;
  - you believe the processing is unlawful;
  - you require the data to be held to defend a legal claim, but require that it is no longer processed.
- **Right to data portability:** Should you have a need to transfer your personal data to another financial services provider we will, within one month, provide your data in a structured, machine readable form provided the format required is compatible with our existing systems.
- **Right to object:** You can request any direct marketing activity to cease at any time. You also have the right to object to any other form of processing if you have compelling grounds relating to your particular situation. Such requests may however, be refused if there is a regulatory requirement or if required for the defence of legal claims. Please note, however, you cannot opt-out of receiving regulatory or legal updates (e.g. information about a change in the product terms and conditions) by email.

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## **Complaints**

If you believe that we have processed your data in a way that does not comply with the GDPR you have the right to complain directly to the Spanish Data Protection Agency, the competent supervisory authority, at <https://www.aepd.es> or Calle Jorge Juan, 6, 28001 Madrid.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates ("Third Party Sites"). If you follow a link to any of these Third Party Sites, please note that these Third Party Sites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these Third Party Sites.

## **Changes to the notice**

Any future changes to our Privacy Notice or to other policies found on this site will be posted to the relevant pages, and where appropriate, notified to you by email. We know that you are concerned with how your personal data is dealt with. This privacy statement sets out our current policies and demonstrates our commitment to your financial privacy. We may change the content or services found on our Site at any time without notice, and consequently our privacy notice may change at any time in the future.

## **Contact details**

Questions, comments and requests regarding this Privacy Notice are welcomed and should be addressed via email to the Data Protection Officer at [DPO@saranacpartners.com](mailto:DPO@saranacpartners.com) or telephone: +34 919 545 130.