



## **CREDIT POLICY**

### **What you need to know about our credit check process**

If we need more information relating to your application, we may contact you by email or phone. We'll only use the following details when contacting you:

- Emails will be sent from @ibtmerchants.co.uk
- Calls will be made from 01324 474755

### **If you're making a consumer credit application**

IBT Building & Timber (Merchants) Ltd will use the information you provide us with to carry out credit checks and confirm you are who you say you are. We'll search the electoral roll to verify that the address you've provided us with is genuine. We'll then only use licensed credit reference agencies who'll keep a record of our search and your application.

You should be aware that any information a credit reference agency may have about you could also be linked to existing records for one or more of your personal partners. As part of this application process you may be treated as financially linked to your partner so we'll also take into account any other "associated" records. If you don't want a search of a particular partner to take place, and you're sure that this financial link won't have any adverse effect on your application, let us know. We'll then check this information with the credit reference agencies.

If we discover any associated records which could affect the accuracy of this declaration, we're sorry but we may not be able to proceed with your application. If you'd like to proceed on this basis, please let our salesperson know so they can contact our Credit Assessment department who'll carry out a manual review.

### **If you're making a commercial credit application :**

IBT Building & Timber (Merchants) Ltd will use the information you provide us with to carry out credit checks and confirm you are who you say you are. We'll search the electoral roll to verify that the address you've provided us with is genuine. We'll then only use licensed credit reference agencies who'll keep a record of our search and your application.

As part of this process we'll search both your personal and business credit records. However, the search that's carried out against your personal credit file won't be recorded by the credit reference agencies. This means there'll only be a record of the search against your business credit file. If you're a director of the company that's applying for credit, the credit reference agencies will check to make sure that the residential address you've given us is the same as the residential address that's listed on the restricted register held by Companies House.

It's important that you're aware that the information held about you by the credit reference agencies, or other business information providers, could be linked to existing records of your personal or business partners. We'll also take into account any other "associated" records. If you don't want a search of a particular partner to take place, and you're sure that this financial link won't have any adverse effect on your application, let us know. We'll then check this information with the credit reference agencies.

If we discover any associated records which could affect the accuracy of this declaration, we're sorry but we may not be able to proceed with your application. If you'd like to proceed on this basis, please let our salesperson know so they can contact our Credit Assessment department who'll carry out a manual review. You can't decline a search of a business partner and their associated records, as this is a compulsory requirement of the application process.

#### **IBT Building & Timber (Merchants) Ltd use of credit application information**

When we're considering your application we'll use both credit scoring and/or automated decision making systems. If your application is successful, we'll let the credit reference agencies know. We'll also let them know of any updates to your agreement such as: change of address, payments made, account balance, defaults on payment, late payments, disputes, queries and debts. This record will remain on your credit file for six years. If you're making a commercial credit application, we'll also disclose information about your business and its owners to credit reference agencies, who may create a record of the name and address of your business and its proprietors, if there isn't already one. If you, members of your household, or business partners you're financially connected to, make further credit applications then we or other organisations may use the information recorded on your personal or business credit file to help us make a decision.

We may share your details with other companies in our group as well as fraud and theft prevention agencies. However, should the information we share result in a warning marker appearing next to the address or addresses you've supplied, those fraud prevention agencies will also be able to see this information. A warning marker is a way of protecting you and/or the address from further misuse. If a warning marker appears, we and members of these fraud prevention agencies take extra precautions to ensure the personal and address information is genuine. Information held by fraud prevention agencies may be shared with other organisations to help them make decisions on other credit applications or insurance claims made by you, your business partners or anyone in your household. The information we hold may be used for debt tracing and claims assessments. If, for whatever reason, you're unable to repay an outstanding debt in full and on time, we may inform the credit reference agencies who will make a record of the outstanding debt.

Every now and then we may use the information you give us for statistical analysis or testing to make sure the products and services we're creating are accurate or for account management purposes. If we do use this information for either of these purposes, it won't be recorded on your credit reference file. It won't be viewed by other organisations and it won't impact your chances of obtaining credit in the future. The only other times your details may be used are if you've given us very specific permission or, in very limited circumstances, when required by law or where permitted under the Data Protection Act 1998.

If you don't become a customer of IBT Building & Timber (Merchants) Ltd, we'll continue to hold information about you for customer enquiries and for legal purposes. It also helps in the prevention and detection of fraud.

You can request a copy of your credit reference file by writing directly to the agencies listed on this page. There's a small fee for this service and the files held by each agency may not be the same. Each of the agencies will be able to give you exact details of their charges when you contact them.

#### **Primary Credit reference agencies:**

Creditsafe UK  
Bryn House, Caerphilly Business Park, Van Road, Caerphilly, CF83 3GR  
Tel: 02920 886 500

19 Eastbourne Terrace, Paddington, London, W2 6LG  
Tel: 0203 626 0062