

# **HALIFAX INTERMEDIARIES- INFORMATION SECURITY**

Important Information

# Introduction

- There has been a significant increase in media and regulatory scrutiny of the way in which companies ensure the security of personal data. It is therefore imperative that companies take appropriate steps to ensure that customer data is not at risk of loss or theft. All companies need to take the protection of customer data with the utmost seriousness.
- There have been repeated incidents of data loss recently which have highlighted that some organisations could do much better to safeguard data and/or equipment.
- When using Halifax Intermediaries you must ensure that all reasonable steps are taken to adequately protect the data on your system. A database sits behind the application to store all the client information you have keyed. Because of this, it is important that you ensure that **regular housekeeping** is completed.
- If you are unsure of your obligations under Information Security/Data Protection. Please refer to the **ICO** or **FSA** websites.

# Process to follow for housekeeping:-

1. Go to 'Manage Applications Screen' in Intermediaries Online
2. Click on the 'Search' button. This will bring up a list of all customer data you have keyed.
3. Select the case that you want to delete, then press the 'Delete Application' button.
4. Housekeeping completed. No further action required.

The screenshot shows the 'Intermediary Mortgages' software window. The title bar includes 'File Tools Connection Help' and the HALIFAX logo. The main header is 'Intermediaries Online'. Below this are four tabs: 'New Mortgage KFI', 'New Mortgage Promise', 'New Mortgage Application', and 'Further Advance/Product Transfer KFI'. A note states: 'A Key Facts Illustration can also be completed by clicking New Mortgage Promise or New Mortgage Application.'

The 'Manage Applications' section contains a search form with fields for 'Surname' and 'Roll number' (with a dropdown for 'A /'). A 'Search' button is highlighted with a red arrow labeled '2'. To the right of the search form is a vertical list of buttons: 'Convert Key Facts Illustration', 'Convert Mortgage Promise', 'Edit Application', 'Print Application Summary', 'Print Documents', 'Delete Application' (highlighted with a red arrow labeled '3'), and 'GI Quote / Application'. At the bottom right is an 'Exit' button.

Roll Number	Name	Type	Date
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Please note we will accept the following methods of payment for product, arrangement and valuation fees for applications submitted using this program: **Maestro, Solo, Visa and Mastercard**

Deleting an application on this screen will only delete your copy of the data, please ensure that you have informed your Intermediary Sales Centre if the application requires cancelling.

# Where to find more information

- The ICO website provides guidance on good practice and security measures that organisations should have in place to protect the personal information they hold.
- Here is the link to the ICO website for further information  
<http://www.ico.gov.uk>