

Terms of Business

Castle Minibus Ltd is a trading name of Castle Vehicle Leasing Ltd which is authorised and regulated by the Financial Conduct Authority. Our Financial Registration Number with them is 734354.

We are permitted to act as a Credit Broker and you may check our registration with them by visiting www.fca.org.uk/register or contacting them on 0845 606 1234.

We offer services to you which include arranging finance with a funder for you after you have agreed the costs.

We are not linked to any of our lending panel

We recognise it is important for customers to be able to shop around for credit and alternative sources of credit

We will quote figures based on our funders cost of funds. The funder has the right to change or decline these payments on receipt of the full proposal

Our remuneration is an introductory payment payable by the funder once the vehicle has been delivered to you

There may be an administration fee – details of which are available on request

Conflicts of Interest – A copy of our Conflicts of Interest policy is available on request, or can be viewed on our website

We always aim to treat our customers fairly and we will always endeavour to:

- Conduct our business with due skill, care and integrity
- Respect your confidentiality
- A copy of our Treating Customers Fairly Policy is available on request or can be viewed on our website

Should you have a complaint against us please contact us directly in the first instance. A copy of our Complaints Policy is available on request or can be viewed on our website

We cannot accept any responsibility to any losses incurred by you arising out of any contract between you and the finance company and purported arrangements relating to the supply of any vehicle save to the extent that such loss is caused by our negligent act or omission.

We will not be liable to you for any refusal by the finance company to accept your order

The CO2 and P11D values of any vehicles are given as a guide only and subject to change by the manufacturer

Estimated delivery dates are our best estimate based on information provided to us by dealers and you acknowledge that this could be subject to change

The prices quoted are valid for 28 days and are subject to the agreement with the finance company being signed and returned to them within that period

We do not agree the quality or performance of any vehicles. Whilst we will bear no responsibility if you are not satisfied with the vehicle ordered, we will endeavour to liaise on your behalf with the finance company

Your responsibility:

- In order for us to fulfil our responsibilities to you, you must read the documentation we give you and advise us if there is anything that is unclear or that does not represent your requirements.
- You must comply with the terms and conditions of any agreement we arrange for you.

Data Protection and Confidentiality

Data will be processed for the following purposes:

- The information we receive from you is used to provide quotations and arrange finance with a funder. You have the right to cancel your authority to use such information
- Before, or after, you enter an agreement with a funder the funder will make a credit search with a credit reference agency
- Full details of the use and disclosure of your information by the funder will be contained within the terms and conditions of any agreement you make with them
- We are part of Castle Vehicle Leasing Ltd and our group of companies may use your information to keep you informed by telephone, e-mail or post of products and services which may be of interest to you. If you do not wish to receive these communications please advise us
- We will not transfer your personal data to a third party unless we have your consent to or it is authorised under the Data Protection Act
- We agree to keep all information in a secure environment and will comply with the Data Protection Act 1998 and any other applicable data protection legislation currently in force.
- If you wish to update or correct any inaccuracies in the data we hold please call us