

Privacy & Cookies Policy

PRIVACY POLICY

OUR COMMITMENT TO YOU

The Insolvency Company SW Ltd. trading as The InSOLVEncy Company is committed to ensuring that your data is processed correctly and is protected. This Privacy Policy will apply to you if you provide your personal information to us, even if you decide not to go ahead with any product or service we offer. Within this Privacy Policy we have set out how we will use your personal data to provide our product or service to you.

If, as a visitor to this website, you choose to submit information, you agree to the use of such data in accordance with the terms set out in this privacy statement. Please note that this site may contain links to other sites which may not be governed by this privacy statement.

If you have any questions regarding this privacy statement or do not feel that your concerns have been addressed, please direct your questions to our website administrator via info@theinsolvencycompany.co.uk with Data Protection as the subject header.

Data Protection Controller and Contact Details

The Insolvency Company SW Ltd trading as The InSOLVEncy Company is a “Data Controller” and as such it is required to notify you about how your information is held and used pursuant to relevant data protection laws. Questions and queries about this privacy policy and or about or how we, as an organisation, use your personal data can be sent to our information security manager by email via info@theinsolvencycompany.co.uk

To provide you with our services, we will need to process your personal information (data). The purpose of this privacy notice is to confirm what we will do with your information and to explain your legal rights under the General Data Protection Regulations (GDPR) and other data protection laws which may apply.

What information do we collect about you?

- Your name including aliases
- Your date of birth
- Your business and personal address
- Your contact telephone numbers
- Your email addresses
- Your financial details
- Details of your assets and liabilities

We may also need to collect other details about you that are relevant to the work you would like us to carry out for you. Data Protection legislation says that we must have a valid lawful basis for processing your data. The lawful bases for processing your data are set out in Article 6 of the GDPR.

In most cases, we will only process your personal data:

- If it is necessary for us to be able to perform duties under a contract we have with you, or because you have asked us to take specific steps before entering into a contract;
- If it is necessary for us to comply with the law (not including contractual obligations); or,
- If it is necessary in the legitimate interests of this firm or the legitimate interests of a third-party, unless there is a good reason to protect your personal data which overrides those legitimate interests.

If none of the above reasons apply, we may ask for your specific permission (consent).

In rare instances, we might also need to collect and process more sensitive or 'special category' data. We will only collect or process this data if it is essential for us to be able to provide you with services. If we need any special category data, we will ask you for specific written permission to process this type of information; and tell you why and how the information will be used.

If we collect data about you from a third-party, we will tell you what that information is and where it has come from (unless you already have that information, the law says we can't, or it is confidential). If the information is wrong or incomplete, you will be entitled to ask us to correct it.

If it is otherwise legal, we may use your details to contact you with information about services we think may interest you. You can tell us at any time not to send you these messages.

Consent

If we have asked for your consent to have and process your personal information, you can withdraw that consent at any time by contacting us. This will not affect any processing of your data that was done prior to you withdrawing your consent. If you want to withdraw your permission for receiving marketing communications, you can do that at any time by contacting us.

Children

We will not usually process children's personal information (under the age of 13 years). In the unlikely event that it is necessary for us to do so, we will request the permission of the child's guardian. If the child is over 13 years, we will request permission from the child.

Sharing your information

It may be necessary for us to share your personal information with other people or organisations to provide our services. This may include, but not be limited to:

- Your Creditors and their representatives
- The Insolvency Service
- Our Regulators – Insolvency Practitioner Association
- Solicitors
- Surveyors and Agents
- IT Providers to enable us to provide our service to you
- Accountants and other professional advisers such as
- Courts

Whenever possible, we will only share your personal information with them on a confidential basis.

How long do we keep your personal information for?

Whilst you continue to be our customer, we will keep a record of your personal information to ensure that we provide you with the best service possible and where we're required to keep your personal information to meet our legal and regulatory obligations.

If you do not go ahead with any product or service offered by GB Insolvency, your personal information will normally be deleted after 2 years unless we have another reason to keep your data, for example, if you have given your consent to receive marketing or promotional messages from us.

Recording calls

We record some of the telephone calls you make to us or we make to you or any other third party. This is for training, monitoring and quality purposes and to meet our legal and regulatory obligations. Some telephone calls may be observed by staff for training and development purposes.

We may keep a copy of the telephone calls for up to 6 years from the date the telephone call was made.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. We may record incoming and outgoing telephone calls for training and monitoring purposes. At the start of a conversation you will be asked to provide certain information in order for us to confirm your identity before any information is disclosed.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

YOUR RIGHTS

Access to your personal information

You have the right to request from us a copy of the personal information that we may hold about you. This is often called a “Data Subject Access Request”. You can request this information by contacting us as set out below. We won’t charge you to provide you with this information.

Before providing this information to you or to another person or company where you have requested this personal information to be sent to, we may ask for proof of identity or ask sufficient questions to enable us to locate the information and ensure that we’re only providing it where you have given your agreement.

Right to have your personal information corrected

If the personal information we hold about you is incorrect you have the right to request that we correct this.

Right to stop or limit the processing of the data we carry out

You may request that your personal information is deleted or that we stop processing the information if we’re no longer entitled to process it. There may be occasions where we are unable to delete the data due to our legal or regulatory obligations. We will, however, discuss this with you if you request for your information to be deleted.

Portability

In some cases you may be able to request for your information to be provided to you or to another company in a format that can be processed electronically by you or the other company. If you want to request this you’ll need to contact us.

Changes to our Privacy Notice

If we change how we plan to use your information in the future, we will give you 14 days’ notice of this. You have the right to refuse any such changes, but it may

result in the termination of our service if this refusal affects our ability to provide the service to you.

How we may contact you about other products and services that we offer

If you have provided us with your consent or where we are legally entitled to do so, we may contact you to let you know about other offers, products and services that we provide which we think you may be interested or that may benefit you. We may do this through post, emails, text messages, telephone, push notifications, social media or other electronic means.

You can easily let us know at any time if you would no longer like to receive these messages. You can contact at info@theinsolvencycompany.co.uk or unsubscribe by using the link or information within the message.

COOKIES POLICY

When using this website, some information may be collected automatically using 'cookies'. These are small text files that facilitate the processing of your data and enable us to analyse how the website is being used. Cookies can be temporary or permanent.

Temporary cookies form part of the security process while you are using the website; permanent cookies identify the link you used to find our website, check your browser so that we can make sure that our website and services work well with your computer and to help us monitor traffic on our website.

Why are cookies used?

They help visitors. Cookies allow sites to do things like provide personalised content and remember their log-in details and settings. You can turn them off and while this won't stop a website from working, but it might mean it won't work as well as it could, or that you have to do the same thing more than once.

They help website owners. Cookies tell website owners things like: what search engine a visitor used to find the website, how often they've visited it, how long they've spent on it, and so on.

Disabling/Enabling Cookies

You have the ability to accept or decline cookies by modifying the settings on your browser. Please refer to your browsers help guide for further instructions.

We do not pass on or sell cookies to any other companies. Further information on the use of and managing cookies can be found at www.allaboutcookies.org.