



Please read UK Search Limited's Privacy Policy carefully before using the Website. It is also important that you read UK Search Limited's terms and conditions which govern your use of the Website.

UK Search Limited are the Data Processor of your data, the Data Controller is the business partner we work on behalf of. You do have the right to access information that UK Search Limited hold about you. Any requests must be made in writing to the address below. If you require information that our business partner hold about you then you should contact them directly.

The Data Protection Officer  
UK Search Limited  
4 Gander Lane  
Barlborough  
Chesterfield  
Derbyshire  
S43 4PZ

UK Search Limited takes privacy very seriously. The following privacy statement sets out, in relation to the Website and/or your account(s), what sort of information UK Search Limited collect and hold about you, how that information is collected, how UK Search Limited use that information and how that information can be corrected and /or updated.

If you have any questions about this privacy statement, please contact [enquire@uksearchlimited.com](mailto:enquire@uksearchlimited.com) in the first instance.

## **How UK Search Limited use your personal information**

UK Search Limited collect information on the Website, which you provide to UK Search Limited and that UK Search Limited obtain from third parties when your details are passed on to UK Search Limited.

UK Search Limited collect for example, personal information to allow you to use the Website or use specific online services provided and this will depend on which services you access and use. Typically, UK Search Limited may collect, but is not limited to, the following information about you:

- Any information, including personal information you submit via the Website
- Any information in relation to an account that is processed or serviced via the Website.



Some personal information is also gathered when you register to use the site and/or use the online services provided.

Your information is stored securely on UK Search Limited's database for as long as it is necessary to, in line with UK Search Limited's Data Retention Policy 118.

- Provide access to the Website services
- Supply the service that UK Search Limited provide to you
- Understand, evaluate and improve UK Search Limited's services
- Monitor your usage of the Website, which may include, but not limited to, how many times you visit the Website, your behavioural patterns, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider.
- Undertake statistical analysis.

UK Search Limited's use and collection of your personal information is to administer your account(s) including the performing of debt collection services, providing your personal information to 3<sup>rd</sup> parties or UK Search Limited's agents to a) to trace your whereabouts, or b) perform debt collection services, or UK Search Limited may send your personal information to your 3<sup>rd</sup> party representative who you have appointed. Processing of your personal data is for the purposes of legitimate interests pursued by the Data Controller (UK Search Limited or Our Client).

#### **What we collect -**

Our client (Data Controller) may send personal data to us about you and other information relevant to the service we provide to our client

Sometimes UK Search Limited need to give information to their subcontractors or other suppliers so that they can provide a service for UK Search Limited. Where UK Search Limited do this, we will ensure that the third party has adequate measures in place to continue to protect your rights. UK Search Limited may also disclose information if they believe that they have a legal or regulatory duty to do so.

#### **Credit Reference Agencies.**

UK Search Limited may provide details to the Credit Reference Agencies for information about you and any financial associate, if you have one, for example, a person with whom you have, or have had, joint personal financial arrangements such as joint accounts, or have made joint credit applications.

UK Search Limited may also obtain information from Credit Reference Agencies to trace customers, to obtain certain credit application data and to prevent money laundering and /or fraud. UK Search Limited may also search public records, such as



the Electoral Roll, that are available from Credit Reference Agencies to help UK Search Limited verify your identity or determine your financial status.

You can ask the Credit Reference Agencies, details below, for a copy of your credit file, they may charge a fee for this service. If there is anything incorrect on your credit file, you can ask them to add a Notice of Correction:

Experian Limited

Customer Support Centre

PO Box 9000

Nottingham

NG80 7WF

**Tel:** 0344 481 0800 or 0800 013 8888

**Email:** [consumer.helpservice@uk.experian.com](mailto:consumer.helpservice@uk.experian.com)

**Web address:** <http://www.exerian.co.uk/consumer/contact-us/index.html>

Equifax Limited

Customer Service Centre

PO Box 10036

Leicester

LE3 4FS

**Tel:** 0333 321 4043 or 0800 014 2955

**Email:** [www.equifax.co.uk/ask](http://www.equifax.co.uk/ask)

**Web address:** [https://www.equifax.co.uk/Contact-us/Contact\\_Us\\_Personal\\_Solutions.html](https://www.equifax.co.uk/Contact-us/Contact_Us_Personal_Solutions.html)

Callcredit Limited

Consumer Services Team

PO Box 491

Leeds

LS3 1WZ

**Tel:** 0330 024 7574

**Email:** [consumer@callcreditgroup.com](mailto:consumer@callcreditgroup.com)

**Web address:** <http://callcredit.co.uk/consumer-solutions/contact-us>

#### **PLEASE NOTE:**

The three main Credit Reference Agencies, Experian, Equifax and Callcredit, in conjunction with the Information Commissioners Office (ICO) and financial services trade associations, have developed a common form of Privacy Notice. This explains in much further detail about what the three Credit Reference Agencies role is and about how your data is handled and processed. The document also explains about your rights with regards to your personal data and how you can complain if necessary.



The document is called the **CREDIT REFERENCE AGENCY INFORMATION NOTICE (CRAIN)**. You can follow our link to this document on our website with the same title as highlighted.

### Other Suppliers to UK Search Limited

UK Search Limited engage the services of other suppliers which may involve those suppliers being able to access or be supplied with some of your data. These suppliers are only used for the purposes of maintaining UK Search Limited's systems and facilities or for obtaining other data that you have consented for them to provide. The suppliers fall into the following categories:

- Secure data warehouse facility
- Network support
- Telephone system support
- Confidential waste shredding facility
- Consented telephone number / email and address suppliers

These suppliers will change from time to time. If you want details of any of these suppliers, then please contact us and we will supply details.

As mentioned above, we will ensure that the third party has adequate measures in place to continue to protect your rights.

### **Transfer of Personal Data to a 3<sup>rd</sup> Country**

UK Search Limited may transfer personal data to a recipient in a third country so they can provide a service for UK Search Limited. Where UK Search Limited do this, we ensure that GDPR is conformed with, that they have adequate protection and safeguards in place and binding corporate rules apply.

All these provisions shall be applied to ensure that the protection of the data subject is not undermined.

### **Communications with UK Search Limited and our responsibility for customer confidentiality.**

Your preferences on how UK Search Limited communicate with you are very important. UK Search Limited may obtain or record details of your telephone numbers and email addresses you contact UK Search Limited from or provide to, and these may be recorded as your preferred method of contact, unless you say otherwise, in order for UK Search Limited or any 3<sup>rd</sup> parties to communicate with you in relation to your accounts.



If you send UK Search Limited an email, remember that it may be “insecure” and could be intercepted. If you do send an email to UK Search Limited, please keep the amount of confidential personal information to a minimum. UK Search Limited will do the same.

UK Search Limited will not give your contact details to any 3<sup>rd</sup> parties which are not authorised or recognised by UK Search Limited.

UK Search Limited may record telephone conversations to offer you and UK Search Limited additional security, to ensure that UK Search Limited comply with our regulatory obligations and to improve UK Search Limited’s quality and services standards. Conversations may also be monitored for training purposes.

UK Search Limited employees are responsible for maintaining customer confidentiality. UK Search Limited regularly provide training to and test the competence of employees about their obligations, UK Search Limited may also be required to obtain sensitive personal details in relation to you or your circumstances. Where UK Search Limited do so, will always obtain your consent to record such information and will treat such information in confidence and in accordance with all data protection principles.

## **Our Customer Service Promise**

UK Search Limited aim to deal with each customer with empathy and respect, and strive to be the best at what UK Search Limited do.

UK search Limited have dedicated systems, controls and procedures to provide each customer with fair treatment and positive outcomes.

UK Search Limited also wish to continually improve how UK Search Limited interact with you.

## **Financial Crime Prevention**

UK Search Limited have systems that protect their customers and their customers and themselves against fraud and other crime, including money laundering.

Customer Information can be used to prevent crime and trace those responsible. As part of UK Search Limited’s monitoring of the account and to service your account, by law UK Search Limited must confirm your name, address and other details which maybe required to identify you.

Some Acts of Parliament oblige UK Search Limited to disclose customer information to certain bodies with statutory powers.



## Your data and your rights

As from 25<sup>th</sup> May 2018, the Data Protection Act is replaced by the General Data Protection Regulations (GDPR).

Under the GDPR you have the rights as follows:

**The Right to Be Informed – (Article 14, GDPR)** We make available an explanation of how your data will be processed. This is in the form of this Privacy Policy / Fair Processing Notice.

**The Right to Access (Article 15, GDPR)** – You have the right to access your personal data being processed; from 25<sup>th</sup> May 2018, you do not have to pay a fee for this unless we have previously supplied the requested data from you. You will need to complete our Data Subject Access Request form and supply proof of your identity. We must provide you with the data no later than one month after receiving your fully completed request. You need to make your request in writing by letter or email to the address at the end of this document. We will then send you the form to complete along with details of the identity documents we require.

**The Right to Data Portability (Article 20, GDPR)** – You have the right to have your personal data transmitted directly from one controller to another, where technically feasible.

You also have the rights to rectification, erasure, restriction and objection where appropriate.

We advise you that sometimes UK Search Limited may make some automated decision-making when providing certain services to our Clients. You can contact UK Search Limited at [enquire@uksearchlimited.com](mailto:enquire@uksearchlimited.com) if you have any questions about this.

You also have the right to withdraw consent at any time, where this doesn't affect the legitimate interests and lawfulness of processing.



UK Search Limited is a company registered in England and Wales.

Registered address: 4 Gander Lane  
Barlborough  
Chesterfield  
Derbyshire  
S43 4PZ

Email: dpo@uksearchlimited.com

Company Number: 05321310

Telephone: 01246 570500

To report any concerns to the ICO:

Helpline number: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)