

ACCS LTD PRIVACY POLICY

Introduction

This policy explains the steps ACCS Ltd takes to ensure information about you is kept secure and confidential. Please read it carefully as by using our website and/or enquiry (contact us) facility (“Services”) you will be regarded as having read and accepted this Privacy & Security Policy. You must not use our website or our Services if you do not accept this Privacy & Security Policy.

ACCS Ltd is the data controller in relation to the services and your personal data. Our registered address is ACCS, Unit 1, Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD.

You can contact us at the address above or:

- Call us: 01753 260013 or 07779657703
- Email us: claims@accs-ltd.co.uk

Information we collect about you

There are a variety of reasons that we would collect information about you which generally fall under the following:

- Provide a service for which we have been instructed
- Respond when you have contacted us through our website
- Further your case by sending updates (whether this be in writing, email, phone or SMS)
- Meet any legal requirements we have (including regulatory obligations)
- Review and respond to complaints about the service we have provided

The data we collect is called personal data and includes the following:

- Name
- Address(es)
- Email Address(es)
- Telephone Number(s) (including landlines, mobiles etc.)
- Financial Information

We collect personal data online, face to face, over the phone or in writing. In most instances directly from yourselves. Once we have been instructed on a case we will send you the terms of Business letter/email or CFA which contains information on the agreement we have is the contract we have with you.

On the basis of this contract we will use your information to further your case. This will include using your data with third parties we work with when necessary to ensure the smooth running of your case. These are third parties we could share data with for the purpose of a contract:

Solicitors on our Panel
Engineers;
Storage Companies
Hire Companies
Medical Agencies;

The majority of this information is being shared with third parties, as we have a contract with you.

Please note: You have rights over how we use this data and if you want to allow it – these rights are outlined in this document, with ways to get in touch to discuss it with us in more detail.

Marketing and Communication

We may use your personal information to provide direct marketing and communications via e-mail, text, post or telephone or via our panel of

solicitors. We will always seek your consent before doing so and can opt out at any time by contacting us on 01753 260013/07779657703 or e-mailing our Marketing Team at claims@accs-ltd.co.uk. You can always make use of our services or our site without having to agree to marketing.

Reasons to use your data

Provide a service for which we have been instructed

Respond when you have contacted us through our website

Further your case by sending updates (whether this be in writing, email, phone or SMS)

Meet any legal requirements we have (including regulatory obligations)

Review and respond to complaints about the service we have provided

What do the legal reasons for using your data mean?

Contract – we need to process your personal data to fulfil our contractual obligations to you; or because you have asked us to do something before entering into a contract (e.g. provide a quote).

Consent – this means offering you real choice and control. This puts you in charge - we use consent for marketing to new clients.

Legal Obligation – this is used if we need to process your personal data to comply with a common law or statutory obligation.

Legitimate Interest – this is appropriate when we use your data in ways you would reasonably expect and which have a minimal impact on privacy, or where there is a compelling justification for the use of your data.

Online Enquiries

When you make an online enquiry we may use your personal information for the following purposes:

- To enable you to access and use our services; and/or
- To personalize aspects of our overall service to you; and/or
- To contact you in relation to your enquiry.

Whenever you make an enquiry about any of the services advertised on our website we may collect and store your personal information including name, email address and telephone number.

By submitting your details you are allowing ACCS Ltd to provide you with information about the services you select. We will review your personal information to ensure that we do not keep it any longer than necessary. We

will only contact you in relation to the enquiry you made for a limited amount of time.

Your Rights – Accessing your Information

Under the Data Protection Legislation, you can request a copy of the information ACCS Ltd holds on you. This is known as a Subject Access Request and the information can usually be obtained at no cost to you. We will send you this information within 30 days of your request. There are some instances in which information you have requested cannot be sent based on legal reasons. We would discuss this with you in detail.

To request a copy, please write to Compliance Team, ACCS Ltd, Unit 1, Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD. Alternatively you can call us on 01753 260013 or email us at claims@accs-ltd.co.uk.

Your Rights – Updating your Information

If any of the information we hold on you is incorrect please write and let us know so we can rectify this. Contact us at Compliance Team, ACCS Ltd, 1 Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD. Alternatively you can call us on 01753 260013 or email us at claims@accs-ltd.co.uk.

Your Rights – Right to be Forgotten

From the 25th May 2018 you can request for us to erase the information we hold on you. We have 30 days in which to do this from the date of your request. We will comply with this request unless we have a lawful reason to keep the information (there could be regulatory requirements for example). If we are unable to erase your information we will discuss this with you in detail and let you know the reason why.

To request your information to be erased, please write to Compliance Team, ACCS Ltd, Unit 1, Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD. Alternatively you can call us on 01753 260013 or email us at claims@accs-ltd.co.uk.

Your Rights – Right to Object

You have the right to object to us using your information – but this is dependent on the legal basis for which we are using your information. As an example if we are using ‘consent’ as the legal basis in which we can process your personal information then you have the right to withdraw the consent given. Consent would usually be given to us to market further legal services to you, and we will also give you the option within our marketing

material to change/withdraw your consent.

Alternatively if you object to us using your information and our legal basis is 'contract' then we would have to discuss this with you in detail first.

To talk about withdrawing consent, please write to Compliance Team, ACCS Ltd, Unit 1, Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD.

Alternatively you can call us on 01753 260013/ 07779657703 or email us at claims@accs-ltd.co.uk.

Your Rights – Right to Porting Data

If you would like to move, copy or transfer your data that we have on file to another company please write to Compliance Team, ACCS Ltd, Unit 1, Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD . Alternatively you can call us on 01753 260013/07779657703 or email us at claims@accs-ltd.co.uk.

Your Rights – Right to Restrict Processing

If you would like to restrict the processing (using) of your data please write to Compliance Team, ACCS Ltd, Unit 1, Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD. Alternatively you can call us on 01753 260013/07779657703 or email us at claims@accs-ltd.co.uk. This is not an absolute right and only applies in certain circumstances. If processing is restricted we are permitted to store your data but not use it.

Your Right - Automated Decision-Making

If you would like to object to the profiling of your data or automated decision making, please write to Compliance Team, ACCS Ltd, 1 Winsford Parade, Albert Street, Slough, Berkshire, SL2 2BD. Alternatively you can call us on 01753 260013/07779657703 or email us at claims@accs-ltd.co.uk.

How long do we keep your information for?

We keep our files for six years in electronic format and we will destroy them thereafter unless you ask us not to. Files relating to minors are kept electronically and are kept until six years. If you do not go ahead with your case, we may destroy your files at any time. We will delete our files after 6 years within this time we will carry out any Conflict Checks – to make sure we can act for someone and it wouldn't conflict with our obligations to you. This also helps with preventing fraud.

You can ask for a copy of our policy on keeping your data and the reasons for this by writing to Compliance Team, ACCS Ltd, 1 Winsford Parade, Albert Street, Slough, Berkshire, SL1 2BD. Alternatively you can call us on 01753 260013/07779657703 or email us at claims@accs-ltd.co.uk.

Changes to our Policy

We may from time to time be required to update our Privacy and Security policy therefore it is advisable that you read through the policy each time you make an enquiry. The most up to date version of the policy will be available on this page. If you do not agree to any of the changes made, please refrain from using our website. If significant changes are made to our Privacy and Security Policy we will alert to these changes by a placing a prominent notification on the website.

Data Privacy and Security

At ACCS Ltd, we maintain relevant information of all existing IT systems that hold personal data. Where any concerns, risks or issues are identified, we conduct necessary impact assessments in order to determine any actions and ensure the best possible privacy.

We also maintain an active information security work program, which seeks to protect the availability, confidentiality and integrity of all physical and information assets. Specifically, this helps us to:

- Protect against potential breaches of confidentiality;
- Ensure all IT facilities are protected against damage, loss or misuse;
- Increase awareness and understanding of the responsibility of our employees to protect the confidentiality and integrity of the information that they manage;
- Ensure the optimum security of our websites using to maintain an encrypted connection;
- Staying ahead of the vulnerability curve by only allowing currently secure encryption negotiation, ensuring clients aren't subject to data leakage by credential theft;
- Prevent email fraud using the latest available protocols for email identity validation;
- Ensuring our network is protected by industry best technologies, constant assessment of outside-in vulnerability to maintain integrity of our systems;

Your Right to Complain

As part of our commitment to customer satisfaction, ACCS Ltd has a rigorous complaints procedure that you can access at any time. A copy of our Complaints Procedure can be viewed on our website.

Please do not store up any complaints, please raise them straight away.

If you are still dissatisfied, you may take your complaint to the Financial Ombudsman Service. Their information is available here:

www.financial-ombudsman.org.uk.

If the complaint is in relation to how we use, access and/or store your personal data and you are not happy with the outcome you can contact the ICO. Their information is available here: www.ico.org.uk

Links to third party websites

We can hold no responsibility for the content and/or processes of third party websites that you visit as a result of using the ACCS Ltd, website and any websites maintained or run by ACCS Ltd, including any trading brands.

Using your data overseas

The data that we collect from you may be transferred to, and stored at a destination outside the EEA who work or may work with one of our Panel of Solicitors or a third party within our panel. By submitting your personal data, you agree to this transfer, storing and processing. We will take steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy.

ACCS Ltd is the trading name of Accident Claims Compensation Specialists Ltd who are registered in England at 3 Sydney Grove, Slough, Berkshire, SL1 3HJ and trading at - Unit 1, Winsford Parade, Albert Street, SL1 2BD and is temporary authorized and regulated by the Financial Conduct Authority in respect of regulated claims management activities. FRN No. 837610.