



# Privacy Policy

## Who Are We?

We are Reclaim My Money and you can contact us as follows:

- by emailing: [enquiries@reclaimmymoney.co.uk](mailto:enquiries@reclaimmymoney.co.uk)
- by phoning: 020 3337 2888
- by writing to: Reclaim My Money, 85 Gresham Street, London, EC2V 7NQ

## Our Data Protection Officer

Our data protection officer can be contacted on the below:

- Email: [enquiries@reclaimmymoney.co.uk](mailto:enquiries@reclaimmymoney.co.uk)
- Telephone: 020 3337 2888
- Address: Reclaim My Money, 85 Gresham Street, London, EC2V 7NQ

## What Personal Information Do We Collect From You?

We collect the following personal data from you: your name, postal address, telephone number, email address and IP addresses or domain names of the computers you used to connect to our website.

## Why Do We Collect And Use Your Personal Information?

We collect and use your personal information in order for us to provide you with our service(s). This includes using your details to process and manage your claim, and to contact you in relation to your claim via email, telephone, SMS or post where necessary.

We may use your personal information, where we have a legitimate interest that does not override your rights and freedoms, to recommend relevant products and services and to send you marketing emails about similar offerings. It is to be noted that you can object to your personal information being used in this capacity any time, and every marketing email will include an unsubscribe link so you can opt out of future communications.



## What Is Our Lawful Basis For Handling Your Personal Information?

Under the General Data Protection Regulation (GDPR) we must have a lawful basis to legally handle your personal information. The lawful basis that we rely upon are as follows:

1. Contract – to take steps, at your request, to enter into a contract to fulfill our services to you
2. Legal obligation – to share personal information with law enforcement agencies and regulatory bodies if required to do so by law
3. Legitimate interests – to use your personal information to send you marketing communications about similar products/ services in the future, to share your personal information with third party professional service providers that we engage and to share your personal information with our successor(s) in the event of a merger or acquisition.

## What Happens If I Do Not Provide My Personal Information?

We need your personal information in order to provide our services to you. If we do not collect your personal information we will not be able to provide our services to you.

## Who Will We Share Your Personal Information With?

We may share your personal information with the below third parties:

1. Financial Ombudsman Service (FOS)
2. Law enforcement agencies, fraud prevention agencies and regulatory bodies such as the FCA and HMRC when required to do so by law.
3. Equifax
4. Trans Union
5. Experian
6. Valid8 IP Ltd
7. Tal Marketing Group (T/A "Leadly")
8. Brighter Lending Limited (T/A "Illumin8")
9. AMHK Limited (T/A "Rev X")
10. Financial Institutions
11. Connex One Ltd
12. Chase Monro Claims Ltd
13. Elmwood Law Limited
14. Claimsline Group Ltd
15. Smartcredit Limited
16. Claim-Smart Limited
17. Bluelion Law Limited

# Reclaim My Money.



+44 (0) 203 337 2888



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We may engage the services of professional advisers such as compliance consultants, lawyers and accountants who may be given access to your personal information in order to provide their services to us. We will ensure that your personal information is protected by obtaining a written undertaking of confidentiality from the professional service providers.

In the event that we are subject to a merger or acquisition we may share your personal information with the organisation(s) that acquire or merge with our business and/or their professional advisers in the course of the acquisition or merger transaction and thereafter. In such circumstances the latter organisation will be required to use your personal information in the same ways described in this privacy policy.

## How Long Will We Store Your Personal Information?

We will store your personal information for up to six years from ceasing to be our client. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

If you do not exercise your right to object to marketing or unsubscribe to our marketing emails we will store your personal information for marketing purposes until you exercise your right to object or unsubscribe.

## What Are Your Rights In Relation To Your Personal Information?

### Right To Access

You have the right to request copies of the personal information we hold about you at any time.

### Right To Rectification

You have the right to request that we correct any inaccurate personal information we hold about you.

### Right To Erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

### Right To Restrict Processing

You have the right to request that we restrict how we use your personal information.

### Right To Object

You have the right to object to the collection and use of your personal information at any time. This includes the right to object the use of your personal information for direct marketing.

### Right to Data Portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word or request that your personal information be ported to another controller.

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## Right To Withdraw Consent

You have the right to withdraw your consent for us to use your personal information at any time.

## How Can I Exercise My Rights In Relation To My Personal Information?

You can exercise all your rights by contacting us on any of the above contact details.

## How Do I Lodge A Complaint About The Use Of My Personal Information?

You can lodge a complaint with us directly by contacting us on one of the above contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link <https://ico.org.uk/concerns/> or calling the ICO on 0303 123 1113.