

External Privacy Statement

Who we are

This is the privacy statement of The Richmond Partnership, Insolvency Practitioners.

This privacy statement explains how we collect and use personal information about you:

INSOLVENCY PROCEDURES

What personal information we collect with regard to Insolvency procedures carried out by the firm.

The list of personal information collected may include any or all of the following and is non-exhaustive.

Corporate Insolvency

1. Company director contact names and addresses, email address, telephone number, date of birth, other directorships
2. Company shareholder contact names and addresses, details of shareholding held in the insolvent company
3. Company employees contact names and addresses, email address, telephone number, National Insurance number, date of birth, payroll details, pensions information, holiday records, terms of employment contract, bank account details
4. Consumer creditor contact names and addresses, details of debt due from the insolvent company
5. Debtor contact names, addresses and details of debt due to the Company

Personal Insolvency

1. Debtor contact name, address, date of birth, financial information, bank account details
2. Consumer creditor contact names and addresses, details of debt due from the debtor
3. Debtor contact names, addresses and details of debt due to the debtor

Where we collect personal information from

1. Insolvent company paper and electronic books and records
2. Individuals
3. Publicly available information
4. From the process of Law

How we use your personal information

The purposes for which personal information is processed may include any or all of the following (the list is non-exhaustive).

1. deliver services and meet legal responsibilities
2. verify identity where this is required
3. communication by post, email or telephone

4. understand needs and how they may be met
5. maintain records
6. process financial transactions
7. prevent and detect crime, fraud or corruption

Who we share your personal information with

1. tax and revenue authorities
2. law enforcement and other regulatory quasi-government and governmental bodies and any other person to whom the company is legally obligated to disclose personal information
3. professional advisors
4. potential purchasers of the insolvent business

If you do not provide your personal information

The consequences of not providing information will be different for each stakeholder, as detailed below:

Directors of insolvent companies, bankrupts

1. adversely affects the insolvency process
2. report will be submitted to the relevant authority regarding lack of co-operation
3. may be ordered to appear before a Court to provide such information

Debtor in an Individual Voluntary Arrangement

1. adversely affects the insolvency process
2. failure of the Voluntary Arrangement

Employees and consumer creditors in an insolvency

1. non-payment of debts due

How long we retain your personal information for with regard to insolvency procedures carried out by the firm

1. All information held on our case files from each insolvency to be retained for a period of 6 years following the date of the Insolvency Practitioner ceasing to act
2. All information held in the insolvent companies books and records to be retained for a period of 12 months following the date of the Insolvency Practitioner ceasing to act

MARKETING

What personal information we collect with regard to marketing carried out by the firm

Information held for marketing purposes

1. Client contact name, address, email, telephone number, any other information held for marketing purposes

Where we collect personal information used for marketing purposes from

1. Individuals
2. Publicly available information

How we use your personal information

The purposes for which personal information is processed may include any or all of the following:

1. communication by post, email or telephone
2. understand needs and how they may be met

Who we share your personal information with

1. This information is not shared with any party unless prior consent is given by the individual

How long we retain your personal information for with regard to marketing carried out by the firm

1. Information retained for marketing purposes will be retained for as long as relevant, or until consent is withdrawn

Your rights

Access to your information – You have the right to request a copy of the personal information about you that we hold.

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information – You have the right to ask us to delete personal information about you where:

1. You consider that we no longer require the information for the purposes for which it was obtained.
2. We are using that information with your consent and you have withdrawn your consent

Withdrawing consent to using your information below.

1. You have validly objected to our use of your personal information – see Objecting to how we may use your information below.
2. Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information if held for insolvency purposes – You have the right at any time to require us to stop using your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Objecting to how we may use your information if held for marketing purposes - If your personal information is held for direct marketing purposes you have the right at any time to require us to stop using that personal information.

Restricting how we may use your information – In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy

of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information but you don't want us to delete the data. Where this right to validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Automated processing – If we use your personal information on an automated basis to make decisions which significantly affect you, you have the right to ask that the decision be reviewed by an individual to whom you may make representations and contest the decision. This right only applies where we use your information with your consent or as part of a contractual relationship with you.

Withdrawing consent using your information – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in the Contact information and further advice section if you wish to exercise any of these rights.

Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained by contacting The Richmond Partnership by telephone on 020 8332 6839 or by email info@therichmondpartnership.com.

This privacy statement was last updated on 20 March 2021.

Contact information and further advice

In the first instance please contact Tel: 020 8332 6839,

Email: info@therichmondpartnership.com.

Complaints

We seek to resolve directly all complaints about how we handle personal information but you also have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745