

# **Privacy Policy**

## **Who we are**

We are Icon Collections International Ltd and can be contacted on the below contact details:

- Email: [info@iconcollections.com](mailto:info@iconcollections.com)
- Telephone: 0208 315 2400
- Address: Excel House, Homesdale Road, Bromley, Kent, BR2 9LE

## **Why we collect and use your personal information**

We provide various services to businesses and individuals including debt collection, litigation to recover outstanding invoices, insolvency services, credit reporting and tracing services. In the course of providing our services our clients will provide us with personal information relating to their debtors. This personal data will include full name, company details (where relevant), contact details and details relating to the outstanding debt and collection activity to date.

We collect, use and store personal information relating to our clients such as our point of contact's name within our client's organisation and their contact details. We use this personal information to provide our services to our clients.

We may use your (our client's) personal information to send marketing communications to you about similar products and services that may be of interest to you. We will send our marketing communications to you by email. It is to be noted that you can object to your personal information being used by us to send you marketing information. Each marketing email will also include an unsubscribe link to enable you to opt-out of receiving future marketing communications.

## **What happens if you do not provide your personal information**

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

## **Who we will share your personal information with**

We may share your (i.e. our clients' debtors') personal information with credit reference agencies, insolvency practitioners, our appointed solicitors and the courts where appropriate.

We may share your (i.e. our clients' debtors') personal information with regulatory bodies such as the FCA, CSA and HMRC when required to do so by law.

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.

## **How long we will store your personal information**

We will retain your (our clients' and debtors') personal information for up to six years from the date our professional relationship has terminated, or alternatively as long as is deemed necessary for legal purposes.

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 your rights are 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.

### 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.

## **How you can exercise your rights in relation to your personal information**

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

## **How you can lodge a complaint about the use of your 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.