

KEY FACTS

Claimant Ref:
Product Type: Plevin PPI

WHAT YOU NEED TO DO

- Please **READ** and **RETAIN THIS DOCUMENT**, including the **TERMS OF ENGAGEMENT (TOE)**.
- Complete the **PLEVIN LETTER(S) OF AUTHORITY (LOA)**.

WHAT WE WILL DO

- Conduct a PPI Check(s) to identify whether PPI existed on any of your Credit Agreements with your Lender(s), and whether you have a potential Claim(s) for an unfair relationship created by a Lender's failure to disclose commissions (Plevin), by issuing a Subject Access Request (SAR) to your Lender(s). Where relevant we will also request account statements and transaction history, as this will aid us in calculating the potential value of any Claim(s).
- Upon receipt of information from your Lender(s), where a PPI policy(ies) has been identified we will review all account transaction history to assess whether you are eligible to make a Plevin PPI Claim(s).
- Where we identify a potential Claim(s), we will issue you with a Legal Pack(s) that contains information about our Legal Partner, The Claims Guys Legal (TCG Legal), and requests your Instruction(s) to refer your Claim(s) to TCG Legal.
- Should you provide your Instruction(s), we will refer your Claim(s) to TCG Legal, by passing your personal data, SAR information and any other information relevant to your Claim(s) to TCG Legal. Your journey with The Claims Guys ends here.

WHAT WILL TCG LEGAL DO?

- Upon receipt of your Claim(s) information, TCG Legal will review your Claim(s) details, and documentation from your Lender(s) to undertake a further assessment of the merits of your Claim(s).
- They will then prepare and submit a Letter(s) of Claim to your Lender(s), who will have a fixed time to respond. It is not common for your Lender(s) to initially defend your Claim(s). If this happens, TCG Legal may submit your Claim(s) to Court. TCG Legal will keep you updated throughout this process.
- TCG Legal will negotiate with your Lender(s) on your behalf throughout the Claims Services process in an attempt to obtain Compensation. They will let you know if your Lender(s) makes an offer(s) of Compensation and provide advice on whether any offer is fair.
- Most Claim(s) will be settled without you having to appear in Court. But, if your case does go to Court, TCG Legal will support you through the process and will arrange for you to be represented at any hearing.

FEE(S)

- There is no charge for the PPI Check(s), or Plevin PPI Claim eligibility check(s).
- Once your Claim(s) is referred to TCG Legal, they charge a Fee(s) for any successful Claim(s):
 - » 20%, plus VAT of any settlement refund for any Claim(s) settled prior to legal proceedings being issued against your Lender(s)
 - » 40%, plus VAT of any settlement refund for any Claim(s) settled after legal proceedings have been issued against your Lender(s)
- An additional Fee(s) may also apply. All Fees will be outlined in your Agreement with TCG Legal.

YOUR RIGHT TO CANCEL

- There is no obligation to provide your Instruction(s) for TCG to refer your Claim(s) to the Legal Partner.
- You may cancel this service at any time, at no cost to you by informing us of your decision:
 - » BY LETTER: **The Claims Guys, Lynnfield House, Church Street, Altrincham, Cheshire, WA14 4DZ**
 - » BY EMAIL: **enquiries@theclaimsguys.co.uk**
 - » BY TELEPHONE: **0203 651 4545**
- If you choose to proceed with the referral to our Legal Partner, TCG Legal, you will be presented with further details on your right to cancel your Agreement with the Legal Partner.

IS THERE ANYTHING ELSE YOU SHOULD KNOW?

- We receive payment(s) from TCG Legal for any successful Claim(s) referred. This payment(s) is made directly to us from TCG Legal and is not an extra cost to you.
- You do not need to use a claims management company to assess your eligibility for a Plevin PPI Claim(s). You are free to seek advice elsewhere and are able to proceed with your Claim(s) directly through an alternate solicitor.
- Whilst TCG Legal's success rate for Plevin PPI Claims is very high and there have also been many successful litigated Plevin PPI Claims in recent years, undertaken by other solicitors, TCG Legal are unable to guarantee the success of your Claim(s). TCG Legal will make every effort to ensure that you receive any Compensation due for your Plevin PPI Claim(s) however there is the chance that your Claim(s) could proceed to a Court Hearing, and not achieve the outcome, you, or they hope for.

Terms of Engagement (“Agreement”)

These Terms of Engagement detail how The Claims Guys (TCG) will undertake its Claims Services to You. By signing and submitting the Letter of Authority (LOA), You agree to be bound by these Terms of Engagement (“Agreement”).

1. Definitions

- a. “Claim(s)” means Your Claim(s) against the Company relating to the failure to disclose commission charges (Plevin) in connection with Your Payment Protection Insurance (PPI) policy(ies) earned by the Company, or other sums paid by the Company to third parties.
- b. “Claims Services” means:-
 - i) Conducting a PPI Check(s) to obtain information about any PPI policy(ies) You held with the Company and identifying any potential Claim(s) for undisclosed commission (Plevin); and
 - ii) Referring Your Claim(s) to the Legal Partner, with Your Instruction.
- c. “Company” means the business, for example the Lender or Broker, to whom the Letter of Authority (LOA) is addressed, who failed to disclose commission charges (Plevin) earned by the Company, or other sums paid to third parties, including any associates and/or their predecessors.
- d. “Initial Pack” means the first Pack TCG sends to You for Claim(s) relating to the failure to disclose commission charges (Plevin) related to a PPI policy(ies) earned by the Company, or other sums paid by the Company to third parties.
- e. “Instruction” means You authorising Us to undertake the PPI Check(s) and refer Your Claims to the Legal Partner, which is given when You sign and return an LOA, or other authorisation document/form. This includes where You provide Your signature or complete a form electronically.
- f. “Legal Pack” means the Pack TCG sends to You, upon completion of the PPI Check(s) and the identification of a potential Claim(s), which contains information about the Legal Partner and allows You to provide Instruction for TCG to refer Your Claim(s) to the Legal Partner.
- g. “Legal Partner” means The Claims Guys Legal (TCG Legal), a firm of solicitors, company number 10889974 who are authorised and regulated by the Solicitors Regulation Authority, Number 642517.
- h. “Letter of Authority (LOA)” means the document to be sent to the Company containing Your authority for TCG to act on Your behalf. A LOA(s) will be provided as part of Your Initial Pack and TCG or the Company may require You to sign a further LOA(s) during the Claims Services.
- i. “Plevin” means the Supreme Court decision in Plevin v Paragon Personal Finance Limited which ruled that Mrs Plevin had been treated unfairly as the Lender failed to disclose the high level of commission earned from her PPI policy. Claims made about undisclosed commission are commonly referred to as Plevin Claims.
- j. “PPI Check” means the process by which TCG will endeavour to identify whether PPI existed on any account(s) provided to You, by the Company, and whether You have a potential Claim(s) for undisclosed commissions (Plevin), by submitting a Subject Access Request (SAR), on Your behalf, to the Company.
- k. “TCG/Us” means The Claims Guys Limited, a claims management company, Company Number: 06821134 who are authorised and regulated by the Financial Conduct Authority, Interim Permission Number: 833489. This registration is recorded on the website <https://register.fca.org.uk>.
- l. “You/Your” means the account/policy holder(s) whose details are set out in the LOA and who have appointed TCG to act on their behalf and also includes an Executor(s) or Administrator(s) of a Deceased Person’s Estate.

2. Claims Services

- a. TCG will not commence the Claims Services until TCG receives Your Instruction.
- b. TCG will use reasonable endeavours to request the Company provide information about any PPI policies and undisclosed commissions (Plevin) earned by the Company, or other sums paid by the Company to third parties, that existed on any account(s) which You held with them, by making a SAR.
- c. TCG will promptly notify You of the outcome of the PPI Check(s).
- d. If TCG are unable to identify a PPI policy(ies) and any undisclosed commissions (Plevin) earned by the Company, or other sums paid by the Company to third parties, this Agreement will come to an end.
- e. You authorise this Agreement to continue and for TCG to send You a Legal Pack(s) for any account(s) where a Company has confirmed You may have/had PPI and there were any undisclosed commissions (Plevin) earned by the Company, or other sums paid by the Company to third parties associated with Your PPI policy(ies).
- f. You understand that by completing one LOA, the Company may provide information about multiple PPI policies, under the Instruction(s) provided, and that TCG will review this information to identify potential Claim(s).
- g. TCG will review and, if appropriate, based on the information provided by You and the Company, issue You with a Legal Pack requesting Your Instruction to refer Your Claim(s) to the Legal Partner to continue with the Claim(s) on Your behalf.
- h. You agree that You will deal promptly with requests for authority, information or documents that TCG or the Company might make.
- i. You will ensure that any information provided is true, accurate and completed to the best of Your knowledge. TCG will not check such information except where it is under legal obligation to do so.

j. You do not need to use a claims management company to assess Your eligibility for a Plevin Claim(s). You are free to seek advice elsewhere and are able to proceed with Your Claim(s) directly through an alternate solicitor.

3. Referral to The Legal Partner(s)

- a. Should TCG identify a potential Claim(s), TCG will send You a Legal Pack. TCG will not refer Your Claim(s) to the Legal Partner until TCG receives Your Instruction.
- b. Once Your Instruction is received, TCG will refer Your Claim(s) to the Legal Partner by passing Your personal data, including Your contact details, SAR information and any other information relevant to Your Claim(s) to the Legal Partner.
- c. TCG will notify You promptly once Your Claim(s) has been referred to the Legal Partner.
- d. Once Your Claim(s) is referred to the Legal Partner You will receive no further updates from TCG about that Claim(s), all further updates will be from the Legal Partner.
- e. Upon receipt of Your Claim(s) from TCG, the Legal Partner will contact You in respect of their services. No further action will be taken by TCG.

4. Fee(s)

- a. TCG will not charge You any Fee(s) for the Claims Services.
- b. TCG receive payment(s) from the Legal Partner for any successful Claim(s) referred. This payment(s) is made directly to TCG from the Legal Partner.
- c. Once Your Claim(s) has been passed to the Legal Partner, the Legal Partner will charge a Fee(s) for any successful Claim(s):
 - i) 20%, plus VAT of any settlement refund for any Claim(s) settled prior to legal proceedings being issued against your Lender(s); or
 - ii) 40%, plus VAT of any settlement refund for any Claim(s) settled after legal proceedings have been issued against your Lender(s).

An additional Fee(s) may also apply. All Fees will be outlined in Your Agreement with the Legal Partner.

5. Cancellation Rights

- a. There is no obligation to provide Your Instruction for TCG to refer Your Claim to the Legal Partner.
- b. You may cancel this Agreement at any time, at no cost to You in writing, by telephone or via email. You can find our contact details at www.theclaimsguys.co.uk.
- c. TCG may at its sole discretion decide not to proceed with the Claims Services and cancel this Agreement at any time. TCG must act reasonably in taking such a decision and promptly notify You.
- d. The Legal Partner will provide You with separate Cancellation Rights under Your Agreement with them.

6. Your Personal Data

- a. TCG takes the privacy of Your personal information seriously. TCG will only use the personal information You provide to Us as outlined both in this clause 6 and in our Privacy Policy which can be viewed at www.theclaimsguys.co.uk/privacy-policy. TCG asks that You read our Privacy Policy carefully. If required, a hard copy is available upon request.
- b. During the Claims Services Your personal information will be used to provide the Claims Services, including to third party organisations for the purposes of undertaking these Claims Services.
- c. TCG will not disclose Your personal data to a third party without Your consent unless a lawful or legitimate basis applies.

7. Disclaimer & Assignment

- a. Once TCG has referred Your Claim(s) to the Legal Partner, TCG shall not be liable to You for any loss which arises.
- b. Nothing in this Agreement shall limit or exclude TCG’s liability for:
 - i) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;
 - ii) fraud or fraudulent misrepresentation; or
 - iii) breach of the terms implied by sections 49 to 52 of the Consumer Rights Act 2015.
- c. TCG reserves the right to assign this Agreement and all rights under it and to subcontract to others all or any of our obligations under it. This Agreement is personal to You and is not assignable by You except to Your personal representatives.

8. Complaints

- a. You can make a complaint about TCG’s service by email: complaints@theclaimsguys.co.uk, by telephone on 0203 651 4545 or by post to: The Claims Guys, Lynnfield House, Church Street, Altrincham, Cheshire, WA14 4DZ. You can also find a copy of the TCG complaints procedure at www.theclaimsguys.co.uk.
- b. Should You remain unhappy about TCG’s service, You may escalate Your complaint within six months to the Financial Ombudsman Service by phone on 0800 023 4567 or post to: Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR.

9. Governing Law

- a. Each party irrevocably agrees that any proceedings relating to any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Agreement or its subject matter or formation instituted against You by TCG shall be brought in the appropriate Court of Your country of residence, which will either be the Courts of England and Wales, Scotland or Northern Ireland and shall be governed and construed by the applicable law for the appropriate jurisdiction. Any such proceedings against TCG by You shall be governed by and construed in accordance with English law and the parties irrevocably submit to the jurisdiction of the Courts of England and Wales.

ABOUT US

We, The Claims Guys Limited, are committed to safeguarding the privacy of our website visitors, our prospective customers (“prospects”) and our customers; this policy sets out how we will treat your personal information. If you have any questions about this policy or our treatment of your personal data, please contact us:

- by email at: dataprotection@theclaimsguys.co.uk
- by post to: The Claims Guys Limited, Lynnfield House, Church St, Altrincham, Cheshire, WA14 4DZ
- by telephone on: 0800 08 222 00

Our data protection registration number is Z1652832. Our company is registered in England and Wales. Throughout this document we refer to the provision of our ‘Claims Services’. A definition of Claims Services can be found within our Terms of Engagement.

THE DATA SUBJECT (“YOU”)

For the purpose of data processing we will refer to you as either a prospect or a customer, depending on your relationship with The Claims Guys.

- Prospect: A potential customer who has not entered into a contract with The Claims Guys by agreeing to our Terms of Engagement.
- Customer: An individual who has entered into a contract with The Claims Guys by returning a signed Letter of Authority, agreeing to The Claims Guys’ Terms of Engagement.

Throughout the policy, we refer to your personal information as your data.

PROSPECTS

WHY WE REQUIRE YOUR DATA

When you provide your data to us, you consent for us to use your personal information to:

- Contact you about the Claims Services we offer via the contact methods you have provided, which could include telephone, text message (SMS), email and/or post;
- Administer our website, including ensuring that we can enable your use of the services on our website (including enquiries and complaints about our website) and improve your browsing experience by personalising the website.

THE DATA WE REQUIRE

To process your enquiry, we require that you provide your full name and postal address. Depending on the method by which you make your enquiry, we may also require that you provide your telephone number and/or email address.

Upon receipt of your enquiry we will use your data to send you an Initial Pack, via post or email and may also contact you using the contact details you have provided to discuss your potential Claim.

If you do not wish to provide these personal details, we will be unable to offer our Claims Services to you.

DATA RETENTION

We will keep your contact details following an enquiry for a maximum period of three years. During this period, we will contact you using the contact details you have provided to offer our Claims Services to you. Contact will be made using the contact methods you have provided which could include:

- Telephone, text message (SMS)
- Post

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store all the personal information you provide on our secure servers that are subject to strict security requirements.

WITHDRAWING YOUR CONSENT

You can withdraw your consent for us to contact you by telephone, text message (SMS), email and/or post at any time. You are able to withdraw consent verbally via telephone or in writing via email or post using the contact details at the beginning of this policy. Additionally, every email and text message (SMS) we send to you will include a way to opt-out.

CUSTOMERS

HOW WE WILL PROCESS YOUR DATA

During the provision of our Claims Services, you agree for us to process your personal information through signing our Letter of Authority which means you agree to our Terms of Engagement, to allow us to:

- Supply to you Claims Services under our Agreement;
- Contact third parties on your behalf, with your specific instruction;
- Provide you with updates via telephone, text message (SMS), email and post where such contact details have been provided; and
- Send statements and invoices to you and collect payments from you.

DATA RETENTION

Once you have entered into a contract with us, we will keep your data for as long as necessary to fulfil the purposes it was collected for. We will normally keep your data for six years starting from, the date of the conclusion of your last contract.

After this time, we will delete the information or anonymise the data so that it cannot be linked back to you. The retention of your data enables us to provide our services to you, and fulfil our legal obligations including our accounting requirements and our regulatory obligations, such as complaints handling. Once you have entered into a contract with us we will also, send you information about similar products and services using the contact details you have provided to us, which could include telephone, text message (SMS), email and/or post.

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store all the personal information you provide on our secure servers that are subject to strict security requirements.

UPDATING YOUR CONTACT PREFERENCES

You are able to opt-out of contact by telephone, text message (SMS) and/or email at any time. Whilst you remain under contract, you are unable to withdraw consent for postal communications, as we require this method of contact to fulfil our contractual and regulatory obligations.

You are able to opt-out verbally via telephone or in writing via email or post using the contact details at the beginning of this policy.

LEGITIMATE INTERESTS

We have a Legitimate Interest in keeping both prospects and customers updated about any further services offered by us which may be of interest to you, including communication of any developments that may have an impact on the original service you engaged with us about (e.g. a change in the law that will make additional services available to you) and/or similar products and services. In these instances we may also provide a referral to a solicitor within our legal panel with your consent, including our legal partner, The Claims Guys Legal.

Should you no longer wish to receive information about similar products and services, you can always withdraw your consent to receive marketing communications from us and we will stop processing your data for marketing purposes. You are able to withdraw your consent verbally via telephone or in writing via email or post using the contact details at the beginning of this policy.

We also have a Legitimate Interest in using your data to help us to review our services and obtain analytics in respect of our customer base.

WHAT DATA DO WE COLLECT?

We collect, store and use the following kinds of your data:

- information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit and number of page views);
- information relating to any transactions carried out between you and us on or in relation to this website, including information relating to the supply of our Claims Services;

- information that you provide to us for the purpose of registering with us (including name, address, telephone number, email address and any financial information);
- information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters;
- information required to complete our Claims Services that we will request directly from you, including your personal circumstances and information about your financial products and services (this is not an exhaustive list); and
- any other information that you choose to send to us.

RECIPIENTS OF YOUR DATA

We control the use of your data as you have directed. We do not sell your data to third parties in any circumstances.

To allow us to provide our Claims Services to you, the following third parties provide critical functions to our business and will process your personal information as directed by us and in accordance with strict data security arrangements:

- **Our Claims Services:** during our Claims Services we will provide your data, under your specific instruction, to named Lenders, Loan Providers, Loan Brokers, Banks or other service providers and, if required, the Financial Ombudsman and/or Financial Services Compensation Scheme. We may also provide a referral to a solicitor within our legal panel with your consent, including our legal partner, The Claims Guys Legal;
- **Our Advertising:** we use third party advertising representatives, including Ropto Limited, to design, host and manage our advertisements. They will also set cookies on your device in accordance with our cookie policy. They are our data processor, which means they only process your data under our contract with them and under our strict instruction. They receive a copy of the data that you have submitted through our website, including your IP address. We also use third party advertising services who provide analytical information about our advertising to help us improve this in the future. In any event, the data held by analytics firms is on an anonymised basis meaning they cannot identify you;
- **Our Systems and IT:** we use third party firms who provide essential storage arrangements (including call recordings), software and support to our infrastructure some of which are stored outside of the European Economic Area (EEA);
- **Communicating with you:** we use an outsourced print-house who manage our printing, they receive a copy of postal communication and print and send this on our behalf. Additionally, we use marketing platforms to send some of our email and text message (SMS) communications;
- **Our Regulators:** we may be required to provide your data to our Regulators, who include the Financial Conduct Authority, the Financial Ombudsman Service and the Information Commissioner's Office;
- **Our Professional Services:** we use professional legal, consultancy and accountancy services to help us fulfil our legal obligations and help us improve our business; and
- **Other Third Parties:** we may share your data with other third parties that provide services to us where you provide consent or we believe we have a Legitimate Interest to do so, including review platforms, tracing agents, credit controllers and/or debt collectors.

We have carefully selected our third parties due to their commitment to keeping your data safe. If you request for us to stop processing your data, we will also communicate this to the relevant third parties if they are processing this on our behalf. If you have any concerns about the above third parties, please let us know and we can provide advice and support to help you manage your data preferences.

YOUR DATA RIGHTS

As a data controller, if you request the rectification, erasure or restriction of your data, we will also communicate this to any third party who your data has been disclosed to.

In exercising any of your rights, we will take action within one month. However, should the request be complex we can extend this by a further two months. We will inform you of this in this event. We will need to confirm your identity before completing any action on your behalf, and reserve the right to not complete action until we are satisfied that you are making the request. If we cannot complete your request, we will inform you within one month and explain why.

DATA ACCESS

You can access your data at any time by submitting a Subject Access Request (“SAR”). We will confirm what data is being processed and provide you with a copy of your data in addition to confirming your data rights. We will provide this free of charge. However, if you make repetitive requests, we will charge an administrative fee of £10.

You can make this request using reasonable means, including by telephone, post or email. If you make the request by email, we will provide your information in a commonly used electronic format unless you instruct us otherwise.

DATA RECTIFICATION

If you wish to amend any inaccurate data that we hold, please notify us specifically by telephone, post or email, or during the course of the provision of our services. We will make the amendment as soon as possible. If any data held is incomplete, you can complete this at any time. We may require this to be completed to allow us to provide our Claims Services.

DATA ERASURE

We can erase or “forget” your data when requested by you in the following circumstances:

- We no longer require your data (when we have finished providing any Claims Services requested by you and are no longer subject to any legal or Regulatory requirements, such as accounting requirements and complaints handling);
- You withdraw your consent and there is no other reason for us to hold your data;
- You object to the processing, as described below;
- You believe your data has been unlawfully processed; or
- There is a legal obligation to erase your data.

You can make this request using reasonable means including by telephone, post or email. If you request for your data to be erased, we will confirm whether this can take place and the next steps that we will take. If we cannot erase your data, we will explain why and confirm any actions required to allow us to do so.

DATA RESTRICTION

You can restrict us from processing your data in the following circumstances:

- You believe your data is inaccurate;
- You believe your data has been unlawfully processed but do not want us to delete your data;
- We no longer need your data but it is required by you for making or defending a legal claim; or
- You object to the processing, as described below, but we are verifying this.

If you make a restriction request, we will still store a copy of your data but cannot use this. We will inform you if the restriction needs to be lifted. You can make this request using reasonable means including by telephone, post or email. If you request for your data to be restricted, we will confirm whether this can take place and the next steps that we will take. If we cannot restrict your data, we will explain why and confirm any actions required to allow us to do so.

OBJECT TO DATA PROCESSING

You can object to the processing of your data at any time. If you object, we will no longer process your data unless we have a compelling and legitimate reason not to do so. In this case, you will be informed why we cannot stop processing your data.

You can always object to receiving marketing from us and we will stop processing your data for marketing purposes at any time.

DATA PORTABILITY

You can request your data in a commonly used electronic format, and for us to transfer this to another entity or person, where we are processing your data with your consent or in accordance with a contract. This will only apply to information which is processed by automated means (e.g. by a computer). Where feasible, we will send your data directly to another entity or person.

LEGAL REQUIREMENTS

We may be required to use your data due to a legal requirement which is placed upon us; this includes our regulatory requirements such as financial record keeping, staff training and monitoring, in addition to complaint handling. In these circumstances, we may be required to keep your data by law. We will always inform you if this is the case.

COOKIES

A cookie consists of information sent by a web server to a web browser, and is stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. Our Cookie Policy can be found online at: <https://www.theclaimsguys.co.uk/cookie-policy/>

DISCLOSURES

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this policy.

In addition, we may disclose information about you:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings; and
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

THIRD PARTY DATA TRANSFERS

We will only share your personal information outside the EEA where we have your consent, to comply with a legal duty, or where we work with a third party service provider to enable us to provide you with our services, and they process information outside of the EEA.

If we do share your information outside of the EEA with a third party service provider we will make sure that it is protected to the same extent as in the EEA. This includes through ensuring that the European Commission has made an 'adequacy decision' in respect of their data protection measures. You can learn more about this on the European Commission website.

In addition, some of the third party service providers we use that are based in the EEA may provide services which mean your data is transferred outside of the European Union. In any case, we ensure that there are appropriate security measures in place such as technical security, including encryption and restricted access to your data. We have strict contracts in place to make sure your data is kept safe and your data is always under our control. If you have any questions, please feel free to contact us for further information.

THIRD PARTY WEBSITES

This policy references other websites. We are not responsible for the privacy policies or practices of third party websites.

POLICY AMENDMENTS

We may update this policy from time-to-time by posting a new version on our website at <https://www.theclaimsguys.co.uk/privacy-policy/> You should check this page occasionally to ensure you are happy with any changes.