

Privacy Statement

Information held about you

ITC Compliance Ltd are always working to improve the way services are provided to users. This means that all formal complaints will be administered by a dedicated team.

To investigate and administer any complaint you bring to our attention, it is necessary for us to collect and hold personal information about you. We will ask for your name, contact details and the type of product or service you are making the complaint about (for example insurance or consumer credit) when you first contact us.

If the complaint relates to a service provided by another entity, we may contact them for information to investigate the complaint. During the investigation we will collect information relating to the nature of the complaint, personal information and other information in relation to the product or service about which the complaint has been made.

Who is processing your data

The data controller for the information outlined in this privacy notice is ITC Compliance Ltd.

How we will use the information we hold about you

We will collect information about you to administer and investigate your complaint and to improve the provision of services. All complaints will initially be administered by our complaints team who may contact you for further investigation. All complaints information will be collected and held on ITC Compliance Ltd.'s complaints system, which will be accessible only by authorised staff.

How the law allows us to use your information

The legal basis for processing is our legal obligations under legislation including the Financial Services and Markets Act 2000 to investigate complaints.

Who we will share your information with

We will not normally share your information with organisations other than those that we are contracted with (for example a motor dealership) without your consent. However, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, in risk of harm or emergency situations.

How long we keep your personal information

Complaints files are kept for a minimum of six years after the resolution of the complaint.

Providing accurate information

It is important that we hold accurate and up to date information about you to assess your complaint and deliver the appropriate response. If any of your details have changed please tell us so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact complaints team in the first instance.

You can also contact the Data Protection Officer, ITC Compliance Ltd, 3 Monarch Court, Emerson Green, Bristol. BS16 7FH email: risk@itccompliance.co.uk

DOCUMENT CHANGE CONTROL

Date of Issue/Latest Update	Version No	Brief Description of Change (e.g. sections altered and reasons)
20/08/2020	v2.0	Previous format
14/10/2021	v3.0	Updated to new format
03/10/2022	v4.0	Fourth issue following review
24/01/2023	v5.0	Fifth issue following review