

Reclaim Your PPI Limited - Privacy Policy

We are Reclaim Your PPI Limited (“Reclaim Your PPI”) Registered in England and Wales. Registered Address: Waters Green House, Sunderland Street, Macclesfield, SK11 6LF. Company Number: 07234815. This Privacy Policy sets out how Reclaim Your PPI Limited and all associated trading names of Reclaim Your PPI Limited uses and protects any information that the User gives Reclaim Your PPI through this website. Where Reclaim Your PPI asks the User to provide certain information by which the User can be identified (i.e. Personal Data) after submitting this information, then this information shall only be used in accordance with this Privacy Policy.

Reclaim Your PPI may change this policy from time to time by updating this page.

What information we Collect

Reclaim Your PPI will collect personal data from the User, including name, full address including postcode, date of birth, telephone number, email address, IP address, plus information relevant to representing a User through their claim including lender name, types of account and account numbers and preferences and any other information relating to customers claims. The Information Commissioners Office define Personal Data as data which relates to a living individual who can be identified by that data.

What we do with your information

Reclaim Your PPI may collect the information as outlined above in order to understand the User’s needs and provide the User with a better service, in particular for the following reasons:

- (a) internal record keeping;
- (b) to use the information to provide Reclaim Your PPI’s services. To provide our service in full we will contact you via telephone, mail, email and SMS; If you would not like Reclaim Your PPI to contact you via one or more of these methods to provide their service then you can opt out at any time by contacting us via email at info@reclaimyourppi.ltd.uk, by telephone on 01625 838455 or in writing to Reclaim Your PPI, Waters Green House, Sunderland Street, Macclesfield, SK11 6LF.
- (c) Reclaim Your PPI including any trading style of Reclaim Your PPI may periodically send promotional emails and/or mail about the products you have consented to on the Enquiry Form using the contact information provided by the User; and
- (d) Reclaim Your PPI (or their agent) may also use the information to contact the User for market research purposes, by email, phone, or mail. Reclaim Your PPI may use the information to customise the website according to the User’s interests.

Security

Reclaim Your PPI are committed to ensuring that the User’s information is secure. In order to prevent unauthorised access or disclosure, Reclaim Your PPI have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information collected online.

Cookies

A cookie is a small text file that is downloaded onto ‘terminal equipment’ (e.g. a computer or smartphone) when the user accesses a website. It allows the website to recognise that user’s device and store some information about the user’s preferences or past actions.

Cookies help Reclaim Your PPI provide the User with a better website, by enabling Reclaim Your PPI to monitor which pages the User finds useful or not. A cookie in no way gives Reclaim Your PPI access to the User’s computer or any information about the User, other than the data the User chooses to share with Reclaim Your PPI.

The User can choose to accept or decline cookies. Most web browsers automatically accept cookies, but the User can usually modify their browser setting to decline cookies if preferred. This may prevent the User from taking full advantage of the website.

The User may be asked permission for a cookie to be placed on their hard drive. Where the User agrees, the file is added and the cookie helps analyse web traffic or lets the User know when they visit a particular site. Cookies allow web applications to respond to the User as an individual. The web application can tailor its operations to the User's needs, likes and dislikes by gathering and remembering information about the User's preferences.

Reclaim Your PPI uses traffic log cookies to identify which pages are being used. This helps Reclaim Your PPI analyse data about web page traffic and improve the website in order to tailor it to customer needs. Reclaim Your PPI only use this information for statistical analysis purposes and then the data is removed from the system.

Other sites and Third Parties

Reclaim Your PPI's website may contain links to other websites of interest. However, once the User has used these links to leave Reclaim Your PPI's website, the User should note that Reclaim Your PPI do not have any control over that other website. Therefore, Reclaim Your PPI cannot be responsible for the protection and privacy of any information which the User provides whilst visiting such sites and such sites are not governed by this privacy policy. The User should exercise caution and look at the privacy policy or statement applicable to the website in question.

Reclaim Your PPI uses third parties including Consultants, Service Providers and Case Management Software Programmes to process the Users information on our behalf and to provide services or analysis. Reclaim Your PPI requires these third parties to comply strictly with its instructions and requires that they do not use the Users personal information for their own business purposes, unless the Users have explicitly consented to the use of their personal information in this way.

Reclaim Your PPI shall not sell, distribute or lease the User's personal information to third parties unless they have the User's permission or are required by law to do so. Reclaim Your PPI will gather specific consent from the User before sending any promotional information about third parties.

Controlling your information

The User may choose to restrict the collection or use of their personal information in the following ways:

(a) whenever asked to fill in a form on the website, the User can indicate that they want the information to be used for direct marketing purposes by opting in to the products or services on offer; and

(b) where the User has previously agreed to Reclaim Your PPI using their personal information for direct marketing purposes, the User may change their mind at any time by writing to us at Reclaim Your PPI, Waters Green House, Sunderland Street, Macclesfield, SK11 6LF, emailing info@reclaimyourppi.ltd.uk or by telephone on 01625 838455

The User may request details of personal information which Reclaim Your PPI hold about them under the Data Protection Act 2018. If the User would like a copy of the information held they should write to: Reclaim Your PPI, Waters Green House, Waters Green, Macclesfield, SK11 6LF

In the event the User believes that any information Reclaim Your PPI is holding on them is incorrect or incomplete, they should write to Reclaim Your PPI, Waters Green House, Sunderland Street, Macclesfield, SK11 6LF, by telephone on 01625 838455 or via email info@reclaimyourppi.ltd.uk as soon as possible. Reclaim Your PPI shall promptly correct any information found to be incorrect. If the User wishes to make a complaint about the way your information has been handled by Reclaim Your PPI they can contact Reclaim Your PPI directly or the Information Commissioners Office. Please click here to see Reclaim Your PPI's Complaint Procedure in full.