Privacy Notice

Introduction

Empira Limited is registered in England and Wales, with Company Number 13256532, and our registered office is;

Unit B

1st Floor

210 Cygnet Court

Centre Park

Warrington

WA1 1PP

We appreciate the importance of processing personal data and keeping it secure. This Privacy Notice is to provide you with an understanding of when and why we collect personal data, how and why the data is processed, what we do with it, the conditions in which it may be disclosed to others, how it is kept secure, and what your rights are in relation to it.

Empira Limited is registered with the Information Commissioner under registration number ZB014680. Our Registration details can be located on the Information Commissioner's website – Register of Fee Payers.

What type of information we have

We hold and process the information we need to pursue our clients' debts, such as details as to how the debt arose, any evidence in support of the same, and information in relation to the recovery and/or enforcement of it.

We collect and process the following information;

- Personal identifiers, contacts and characteristics, for example;
    - Name (forename, middle name and surname – current and previous)
    - Address (current and previous, including post code)
    - Contact telephone number (mobile, work and landline)
- Vehicle Registration Marks and Vehicle Keeper data
- Evidence in support of the debt we are instructed to pursue (balance due and payment transactions)
- Information you provide to us or our client regarding the debt, or when making payment
- Video recordings that may have been taken during a visit from an Enforcement Agent (note; in accordance with our retention period)
- Recordings of telephone calls (note; retention of calls is 30 days from the date of the call)

- Copies of correspondence sent and received
- Details of Court Hearings and Judgments
- Information about how you access our systems, such as IP addresses
- Photographs

*This list is not exhaustive

We may also during the course of our instruction process special category data. Special category data can be defined as;

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic data
- Biometric data
- Data concerning health
- Data concerning sex life or sexual orientation
- Criminal convictions

Where we are authorised to engaged with a Third Party on an individuals behalf, we will also process the Third Party's data in respect of engagement, where applicable.

How do we obtain the information and why do we process it?

We process personal data for the recovery of debts or other civil claims, which our clients' are entitled to pursue.

We receive information from both private and public bodies, to whom monies are owed. We also receive and process data from individuals whom contact us about their debts, as well as through enquiries with third parties, such as Credit Reference Agencies.

As defined within the General Data Protection Regulations, there must be a lawful basis in which we process personal data.

We may process personal data for a number of different purposes;

- Performance of a Contract
- Legitimate Interest
- Compliance with a Legal Obligation
- Necessary for the establishment, exercise or defence of legal claims
- Research and statistical projects in which we are involved in.
  Where we are required to assist the Enforcement Conduct Board [ECB], to assist them in carrying out research into the industry. This may involve us sharing anonymised and/or pseudonymised body worn video footage with a research company for them to analyse.

We have a legitimate interest to process personal data in furtherance of our contractual obligations to our clients, for our own regulatory and legislative purposes and to assist our clients to enforce their legal rights. This will include activities such as (but not limited to);

- Dealing with Complaints
- Providing training
- Conducting audits

We have a legitimate interest to share body worn video footage to assist in producing reports, and updating industry standards/code of conduct, to help improve standards across the industry.

Most personal data we process is provided to us directly by our clients for one of the following reasons;

- Because they maintain that a debt is owed to them which has not been paid
- Because they are responsible for recovering monies as part of their public duty

*This is list is not exhaustive

We also receive personal data indirectly, from the following sources;

- We receive information from the Register of Judgments, Orders and Fines.
- We receive information from Credit Reference Agencies
- We receive information from the DVLA as to the registered keeper details of a vehicle, albeit this information is ordinarily supplied to us by our clients
- We receive information from body worn video footage
- We receive information from Tracing Agents (via soft searches)

*This list is not exhaustive

What we do with the information

We use the personal data we hold to pursue our clients' legal rights to recover and/or enforce the monies owed to them or that they are otherwise entitled to collect.

We use the information to correspond with our client and with other people on behalf of our clients, in pursuance of their legal rights. We share information with the Court Service, our clients and their Solicitors or other professional advisors.

We also provide information to other companies that provide professional services to us, such as;

- Printing Companies
- Mail Providers
- IT Service Providers
- Credit Reference Agencies
- Tracing Agents
- Research Companies [particularly in relation to body worn video footage]
- Enforcement Agents
- Solicitors
- Law Enforcement
- Third Parties authorised to engage on anothers behalf
- Communication Providers
- Card Payment Providers

*This list is not exhaustive

When information is shared with third parties, under a contract of services with our client, we will ensure that the third party have provided us with the necessary assurances, and have the relevant technical and organisational measures in place to ensure that they will comply with their obligations under the GDPR, and do not use the data, otherwise in accordance with our instructions, or other than in accordance with the request made.

Information is securely stored on our Case Management System, and we apply the appropriate technical and organisational measures to ensure we uphold the security and protection of personal data. We will always aim to be transparent in accordance with the GDPR, but there may be occasions whereby we do not feel it reasonable to provide detailed information on the technical/security measures we have in place, as such information is commercially sensitive to our business.

We may also share information with Supervisory Authorities, if for instance they are investigating a complaint, for example;

- The Information Commissioner's Office
- Professional Regulators
- Professional Membership Bodies
- Law Enforcement

Sometimes we share personal data outside of the UK.

When we do this, we make sure the information is protected, by having the appropriate safeguards in place, in line with the General Data Protection Regulations.

We do not utilise automated profiling or automated decision making.

How we store information?

All information is securely stored, electronically, on secure servers.

We may occasionally hold hard copy documents, but these are not normally retained and all information is usually stored electronically.

How long do we retain information?

We retain personal data for a period of no less than 6 years and no longer than 7 years, from the date in which an individual is involved in a matter, comes to a conclusion.

Specific information can be provided, upon request.

We will then securely dispose of the electronic data, by way of erasure.

Data Protection Rights

Under the General Data Protection Regulations/Data Protection Act 2018, a Data Subject has the following rights;

- The right of access
    - A data subject has the right to ask for copies of personal data we hold in many circumstances. This is often referred to as a "Subject Access Request"
- The right to rectification
    - A data subject has the right to request rectification of any inaccurate or incomplete personal data.
- The right to erasure
    - A data subject has the right to request the erasure of personal data

Please note however, that the right to erasure does not apply where another legal obligation requires the information to be preserved. For instance, if there is a legal obligation to keep

financial records, when a case has been completed, and there is a need to retain information in the event of a potential legal claim being made.

- The right to the restriction of processing
    - A data subject has the right to request a restriction on the processing of personal data, in certain circumstances.

Please note however, that the right to the restriction of processing data does not apply when there is an overriding legitimate ground to process the personal data, for instance during current or current pending debt recovery action.

- The right to object to processing
    - A data subject has the right to object to the processing of personal data, in certain circumstances.

Please note however, that the right to object to the processing of personal data does not apply when there is an overriding legitimate ground to process the personal data, for instance during current or current pending debt recovery action.

- The right to data portability
    - A data subject has the right to request data portability

      Please note however, if a service is not provided to you, i.e. if you are not a client, the right to data portability does not apply

- The right to make a complaint/raise concerns
    - A data subject has the right to raise a complaint/concerns regarding the processing, sharing and/or retention personal data

All requests, queries, or concerns can be made via the following methods;

Telephone; 01925 984 020

Email; DataProtectionOfficer@Empira.co.uk

Post; Unit B

1st Floor

210 Cygnet Court

Centre Park

Warrington

WA1 1PP

No charge is applied for exercising the above rights, and if you make such a request, we shall respond to you, without delay, and within the statutory time frames that apply [currently one calendar month].

Our Data Protection Team will review and respond, as applicable.

How to make a complaint

Any complaints can be raised to us in the first instance to our Data Protection Officer;

Email; DataProtectionOfficer@Empira.co.uk

Post; Unit B

1st Floor

210 Cygnet Court

Centre Park

Warrington

WA1 1PP

Alternatively, complaints can be made to the Supervisory Authority, The Information Commissioner;

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

www.ico.org.uk

0303 123 1113

We must also confirm that you also have the right to a judicial remedy (i.e. claim compensation through the courts), if you remain unsatisfied with the outcome of a complaint to the Supervisory Authority and you believe there has been a breach of the General Data Protection Regulations 2018.

The ICO cannot award compensation and so if you cannot reach an agreement on the amount of compensation where appropriate, you can apply to court.

You should seek independent advice at any stage that you feel it necessary.

Our Commitment

We treat personal data with the upmost importance and have the relevant measures and safeguards in place to uphold our obligations.