

# Privacy Statement

Thomas Higgins Limited respects the privacy of every individual who visits our website or uses our app. We are committed to safeguarding any information that you give to us. This statement outlines what information we may collect from you and how we use that information, as well as how you can check what information we have about you and how you can instruct us to erase that information. For information regarding cookies please read our [Cookie Policy](#).

## 1. What information we collect

We collect and store information you send to us that may include personal data. In processing this information, we endeavour to comply with the General Data Protection Regulation 2016 (GDPR), Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003. This information may be required in order to access certain sections of this website (e.g. Client Login).

We may also collect and store information about your computer and how you use this website or app, including your IP address, geographical location, browser type and version, operating system, pages viewed and how you navigate this website.

## 2. How we use your information

We use the information we collect from you to provide the best possible service and on occasion we will use your information for various commercial communications and marketing purposes. The information you provide may also be used to help combat fraud and to identify you before disclosing any confidential information. We are continually developing products and services based on information and feedback we receive from visitors to our website and app, which we may share with you.

Client Account information held in our database.

- 1) Company name
- 2) Company Address
- 3) Debt Collection Contact names
- 4) Account Contact name
- 5) Email, fax and phone numbers for debt collection contact names
- 6) Email, fax and phone numbers for Account Contact name
- 7) Preferences on how you would like to be kept up to date
- 8) Your company trading style
- 9) Your company registration number if applicable
- 10) What type of services or goods you provide
- 11) Bank Details
- 12) Any information provided to comply with Money Laundering Regulation

All of the above is required by Thomas Higgins Limited to make sure we issue Letters, Claims and Judgment and Executions correctly on your behalf.

The above and below information can be passed onto Courts, Bailiffs and High Court enforcement officers in line with collecting the debt that are owned to you.

Debtor information held in our database.

- 1) Company name
- 2) Company Address
- 3) Contact names
- 4) Email, fax and phone numbers
- 5) Trading style
- 6) Registration number if applicable
- 7) Details of any legal representation.
- 8) Bank details

### 3. Email Marketing, Products and Services

In providing you with the best possible services we may from time to time send you emails, newsletters or other communications informing you about our products, services and other related marketing campaigns. If you wish not to receive these marketing promotions you can tell us by emailing [support@thomashiggins.com](mailto:support@thomashiggins.com) and you will instantly be unsubscribed from our email database.

### 4. Who sees your information

We may disclose your information to any of our employees, subcontractors or associated companies as reasonably necessary to provide you with our services. We will never sell your information to third parties for marketing purposes. Other than as required by law, or as set out in this privacy statement, we will not disclose information about you to any third party without your permission.

### 5. Security

Thomas Higgins Limited will take reasonable technical and organisational precautions to prevent loss, misuse or alteration of the personal information you provide. Of course the transmission of data over the internet is inherently insecure and we cannot guarantee the security of data sent over the internet. All data is held within the UK

### 6. Third party websites

This website may contain links to external websites that have been created, edited or maintained by third parties. Thomas Higgins Limited does not accept any responsibility for the privacy policies or practices of third parties.

### 7. Information you can hold about us

As a client of Thomas Higgins Limited we give you permission to hold relevant information about us to allow you to conduct business with us.

- 1) Our bank details to allow payment of our invoices
- 2) Our business emails addresses
- 3) Our business phone numbers
- 4) Our business address
- 5) Staff contact names

For data retention please see our Terms and Conditions Scope of Engagement Section.

## 8. Your rights

Thomas Higgins Limited fully complies with all aspects of the General Data Protection Regulation 2016. You may request copies of the personal information we hold about you or request to amend any factual inaccuracies or delete any personal information we have on record, you are entitled to request that your data is transferred to another person. Any requests must be directed to our Privacy Compliance Officer Steve Tasker at Lloyds Chambers, 19-21 Seaview Road, Wallasey, CH45 4TH. [steve.tasker@thomashiggins.com](mailto:steve.tasker@thomashiggins.com).

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK Supervising Authority for data protection. We ask only that you allow us an opportunity of resolving your concerns before you contact the ICO. The ICO website is <https://ico.org.uk>.

Any requests to transfer data to other solicitors should be made to the file handler dealing with the case. Any request may be subject to an administration fee if the request is manifestly unfounded or excessive. We may withhold such personal information to the extent permitted by law.

## 9. Revisions

From time-to-time we may revise this statement. Any revised changes will apply to this website from the date of publication. Please check this page regularly to ensure you are fully aware of any changes to the disclaimer.

If you have any queries regarding this privacy statement or the treatment of your personal information please email our IT department [support@thomashiggins.com](mailto:support@thomashiggins.com)