

Privacy Policy

1. Introduction

1.1 We are committed to safeguarding the privacy of our clients; in this policy we explain how we will treat your personal information.

2. Collecting personal information

2.1. We may collect, store and use the following kinds of personal information:

- 2.1.1. Any personal information i.e address, date of birth, telephone numbers any other personal information you are requested to give.
- 2.1.2. Any information you have supplied regarding your finances.
- 2.1.3. Any information that is returned to us from the banks in regards to a Data Subject Access Request.

2.2. Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

3. Using your personal information

3.1. Personal information submitted to us from yourself will only be used in accordance to submit a Payment Protection Insurance (PPI) / Packaged Bank Account (PBA) claim.

3.2. Chandler Simmons will never use your information in any other way than instructed to from yourself.

3.3. Chandler Simmons will never sell your details or supply your details to a third party.

4. Disclosing personal information

4.1. We may disclose your personal information to further a claim however, it will only be used by employees of Chandler Simmons acting on your behalf .

4.2. Chandler Simmons may only use your personal details with an external company to reclaim monies owed.

5. Your rights

5.1. You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:

- 5.1.1. This type of request does not carry a fee; and
- 5.1.2. The supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

5.2. We may withhold personal information that you request to the extent permitted by law.

6. Data protection registration

6.1. We are registered as a data controller with the UK Information Commissioner's Office.

6.2. Our data protection registration number is Z3248546.

6.3. Delisa Miller Company Relationship Manager (CRM) number is 30755.

7. Our details

7.1. The company Chandler Simmons is a trading style of Delisa Miller Manchester Ltd.

7.2. Delisa Miller is registered in England and Wales under registration number 7781137, VAT No: 188067471 and our registered office is 44 Hulme High Street Manchester, M15 5JP.

7.3. Our principal place of business is at Chandler Simmons Unit 35 Meridian House, Road One, Winsford Industrial Estate, Cheshire, CW7 3QG.

7.4. You can contact us by writing to the business address given above, by email to info@chandlersimmons.co.uk or by telephone on [info@chandlersimmons.co.uk](tel:01617141451).

Cancellation Period

You may cancel your instruction at anytime, in writing, verbally, in person, via email, or by phone you can also download a cancellation form from our website. We will not do anything with your claim until the 14 day cooling off period has lapsed. If You cancel the Claim(s) at any time after the Cooling off Period for any reason, Chandler Simmons may charge a cancellation charge which will be reasonable and proportionate to the work done and the costs incurred by Chandler Simmons up to the point of cancellation. For any manual communication e.g. an outgoing or incoming call/letter or email to or from either You or the Company we will charge you £25 inclusive of VAT. For any automated communication to You e.g. letter, SMS or email we will charge You £10.00 If You cancel Your Claim(s) after being notified that an offer of reasonable Compensation is due to You, then Chandler Simmons shall be entitled to charge You a cancellation charge equal to the Fee(s) payable at 20% exclusive of VAT that would be payable under the agreed Terms of engagement for Compensation due to you. For further information please refer to paragraph 1.6 'Definition of fees'. Chandler Simmons accepts no responsibility for cases that are 'time barred' during this period. No fee is payable in this event. You can alternatively visit our website at www.chandlersimmons.co.uk/downloads/cancellation_form.pdf

Complaints Procedure

We are committed to providing a high quality service to all our clients. When something goes wrong we need you to tell us about it verbally, in writing, electronically or in person. This will help us to improve our standards. Should you have cause for complaint the following is an outline of how your claim will be handled:

We will send you a written or electronic acknowledgment of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint. If at any point you become unhappy with the service we provide to you or you have concerns about our service then you should inform us immediately so that we can do our best to resolve the problem for you. We have a procedure in place which details how we handle complaints, We have eight weeks to consider your complaint. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from claims management companies. The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows:

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes. For minicom call 0300 555 0333.

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Web: www.legalombudsman.org.uk/cm

Email: cmc@legalombudsman.org.uk

Tel: 0300 555 0333 / 0300 555 177 (8:30am -5:50pm).

Do not send original documents to the Legal Ombudsman. They will scan any documents you send us to make computer copies and then destroy the originals.