

Privacy Policy

At Pride Debt Recovery Ltd we are committed to protecting and respecting privacy.

This policy explains when and why we are in possession of personal information about people, how we use it and the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent, by email, to info@pridebt.co.uk or by writing to PO Box 1130, Peterborough PE1 9NA. Alternatively, you can telephone 01733 254244.

Who are we?

We are Pride Debt Recovery Ltd registered in England No. 7165101. Our registered address is 36 Tyndall Court, Commerce Road, Lynchwood, Peterborough PE2 6LR.

How do we obtain information about people and what type of information is given to Pride?

We obtain information about people when we are informally contracted by a person or company (our Client) who is owed money. Information may be passed to a debt recovery company under the GDPR Conditions for Processing – Legitimate Interest Condition. Information that is passed to Pride Debt Recovery Ltd may include, full name, address, date of birth, telephone numbers and email addresses and any other information our Client thinks may assist us in fulfilling our agreement with them.

How is this information used?

Pride Debt Recovery Ltd may use the information provided by our Client to attempt contact with the person who owes money with the intention of obtaining payment for our Client. The information will be held as long as the debt remains unpaid and for a period of six years after the debt has been paid as required by law.

Who has access to the information?

All employees of Pride Debt Recovery Ltd will have access to the information.

We will not sell or rent information we hold to third parties.

We will not share information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass information to our third party service providers - trace agents, process servers, High Court Enforcement agents or Civil Courts, for the purpose of completing tasks and providing our Clients with the service they require. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service we have contracted them to undertake. Our aim is to ensure privacy rights are protected.

How can you access and update your information? Your rights over information.

The accuracy of the information we hold is important to us. You have a right to ask for a copy of the information Pride Debt Recovery Ltd hold about you; we may charge £10.00 for information requests, to cover our costs. If you believe we are not using information lawfully you can ask us to stop using it for a period of time. In some circumstances, you may have the right to ask us to erase personal data. Please notify us of any incorrect information we hold by emailing us at info@pridebt.co.uk or in writing to PO Box 1130, Peterborough PE1 9NA. Alternatively, you can telephone 01733 254244.

Security Precautions in place to protect the loss, misuse or alteration of information

When we receive personal information we take steps to ensure it is treated securely. Any sensitive information (credit or debit card details) is held in written form only and is kept in a locked cabinet and used only when required for periodic payments as authorised by the card holder. Credit/Debit card details are destroyed by shredding once the payment arrangement is complete and/or when new card details are provided.

Non-sensitive information is held in written form and kept in a locked cabinet. It is also held locally within the business on a password entry database. Passwords are individually controlled and are changed regularly. Whilst we have internet security measures in place, this can never be guaranteed to be 100% secure. As a result, whilst we will strive to protect personal information, we cannot guarantee the security of any information transmitted to us electronically.

Review of this policy

We keep this Policy under regular review. This policy was last updated on 11th May 2018.