

## Privacy Policy

This policy (together with our Terms and Conditions) sets out the basis on which any Personal Information we collect from you, or that you provide to us, will be processed by us. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Please read the following carefully to understand our views and practices regarding your Personal Information and how we will treat it.

### Who are we?

Lepus Marketing Limited (“The PPI Team” or “we”) are an authorised claims management company. We are regulated by the Claims Management Regulator in respect of claims management activities. Our registration is recorded on the website <http://justice.gov.uk/claims-regulation> with the authorisation number CRM27041.

Lepus Marketing Limited trades under the name ‘The PPI Team.’

We provide a service to help consumers reclaim compensation for the mis-selling of financial products by helping consumers to understand if they have been mis-sold Payment Protection Insurance (PPI) or a Packaged Bank Account (PBA) and if they have, we work to get compensation back for them.

Lepus Marketing Limited is a Data Controller and our registration can be found at <https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>. We are located at Marsland House, Marsland Road, Sale, Cheshire, M33 3AQ and our company number is 07554410.

### Our Commitment to ensuring your privacy

We are committed to protecting and respecting the personal privacy of our clients and any information related to our clients. We adhere to the Data Protection Act 1998, EU General Data Protection Regulation 2016 (GDPR) and the Privacy and Electronic Communications Regulations (2003).

- We value your privacy in respect of all personal information we receive from you as a result of your use of this site or through the claims process.
- We will treat any and all information received confidentially and will only use that information to:
  - Allow us to deal with your enquiry and/or handle your claim;
  - Obtain feedback on our service;
  - Comply with the law where it requires us to disclose your information, or where it is necessary to disclose the information to comply with a regulatory or legal process.
- Your information will only be used in accordance with your individual rights.
- If you wish to see the information we hold on you, you are within your rights to make a request.
- We do not guarantee that any emails sent to us by you will be received safely.
- Please contact us via telephone if you are in any doubt or wish to check the status of an email sent to us.
- We do not guarantee that emails sent by us to you will be secure.

## How do we obtain your information?

Lepus Marketing Limited use approved third party data suppliers who provide us with records of consumers who have consented to receive marketing calls from The PPI Team in relation to our services and products. The information we are provided with is;

- Name;
- Address including postal code;
- Telephone number (mobile).

You may have provided your information to us if you have submitted an enquiry via the online form on our website [www.theppiteam.com](http://www.theppiteam.com).

## What information do we collect about you?

In the course of providing our service we will need to collect, use and retain personal details such as your name, address, telephone number(s), email address and any other pertinent details such as date of birth. We do this to validate and process any claim entitlement. We may also require personal details of any other individuals who are joint policy account holders with you. We may need to ask for details of any pre-existing medical conditions and employment details (past and present) to assist you with your claim and help identify if any financial product may have been mis-sold to you.

We collect your personal information from both you and/or your:

- Lender,
- Provider of the bank account/credit card/loan/mortgage/overdraft,
- Arranger of PPI.

We will only collect and store information that is necessary and relevant for your claim(s).

This information is retained for 6 years after your claim is closed by us.

## How we use your information

We will process your data for the purpose of your claim under the legal basis 'contract', sharing and processing your data with your lender. Lepus Marketing Limited cannot provide you a service without undertaking this type of processing.

The PPI team will process your data initially provided by our approved data supplier for direct marketing purposes under the legal basis 'consent.'

We will process your data initially provided by you via our website or via telephone under the legal basis 'consent.'

## When you take part in our feedback survey

When you take part in our feedback survey, we record your name, your email address, and your comments about your opinion of, and use of, our products and services.

We use this information to develop and improve our products and services and our client relationships. Your name and some or all of your comments may be publicly displayed on our website as a testimonial. We will do this based on the consent you provide us with when you submit your feedback to us.

We do not use the information you provide to make any automated decisions that might affect you.

Your personal data is stored for two years, or for as long as we are marketing the product or services that the review refers to, whichever is shorter.

You may ask us to remove a testimonial that is based on your feedback from our website at any time by using the contact details above or emailing [feedback@thepiteam.com](mailto:feedback@thepiteam.com).

### Who will you share my information with?

Your data will not be sold to any other organisation for the purpose of direct marketing without your consent. However, your information may be shared with the following third party organisations to assist with your claim(s) and our Terms of Business:

Third Party	What information is shared	Reason for Processing
Banking Providers and Lenders	Name, Address, Postcode, Date of Birth, previous addresses, Joint policy holder details, policy numbers, bank details, loans, credit cards, mortgage, overdraft, account details, employment and health conditions at the time of sale.	To provide you with our services, The PPI Team will need to share and obtain details from your Banking Provider to process a claim.
Direct Collection Bailiffs Ltd (DCBL)	All case details and correspondence	Where The PPI Team requires to take legal action to recover invoice payments, The PPI Team will use DCBL to implement proceedings
Exoro t/a Wilson Rose	All case details and correspondence	Where The PPI Team requires to take legal action to recover invoice payments, The PPI Team will use Exoro t/a Wilson Rose to implement proceedings
Financial Ombudsman Services (FOS)	Name, Address, Postcode, Date of Birth, employment and health conditions at the time of sale., policy numbers, bank details, loans, credit cards, mortgage, overdraft, account details.	If The PPI Team does not agree with the outcome of your outcome, we may want to take it the FOS to appeal the decision on your behalf.
Legal Ombudsman Services (LeO)	Name, Address, Postcode, Date of Birth, policy numbers, bank details, loans, credit cards, mortgage, overdraft, account details, all case details and related correspondence.	If you happen to complain to The PPI Team and we have provided you with a final decision letter but you do not agree with our response you can refer your complaint to LeO.
Reliance Advisory Ltd	Name, Address, Postcode, Telephone Number (mobile)	The PPI Team use Reliance Advisory to make some outbound telemarketing calls.
RNB Group Limited	Name, Address, Postcode, Date of Birth, Policy Numbers	The PPI Team use RNB Group Limited to print and send all letter correspondence to our clients and their lenders.

It may sometimes be necessary to transfer personal information overseas. When this is needed information is only shared within the European Economic Area (EEA). Any transfers made will be in full compliance with all aspects of the data protection act.

## How long will you keep my data for?

The PPI Team will retain information in accordance with our data retention policy, deletion policies and our security policy. All our policies will set out the criteria we use to determine how long we keep your information for. This will include what measures are put in place to keep your information safe and secure. When deciding what to retain, we will consider what information we need to best provide you with our services.

## Your individual rights

The PPI Team is obligated under the EU General Data Protection Regulation (2016) to advise its consumers and clients what legal basis we use for processing your data, along with what these processes are and why we believe we need to use your information for the processing activity.

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

You also have the right to withdraw your consent for direct marketing.

## How can I see what information you hold about me?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address:

**Letter:**       FAO Data Protection Officer, The PPI Team, Marsland House, Marsland Road, Sale, Cheshire, M33 3AQ

**Email:**        In the subject line please reference: FAO Subject Access Request: [datainformation@theppiteam.com](mailto:datainformation@theppiteam.com)

Please note: To maintain security we may require proof of your identity. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

There will be no charge for providing you with this information and we must provide it to you within 30 calendar days of your request.

## What can I do if I think my information you hold is incorrect?

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

## How do I know my information is secure?

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information

The PPI Team become responsible for the security of your information once you have provided it. We are not responsible for its security prior to this.

## Future marketing

It is important to The PPI Team that it provides the best service to all our clients, to help us do this from time to time we like to contact our client about other products and services. When signing up to The PPI Team we ask you to sign our Terms and Conditions, our Letter of Authority and we also ask you whether you consent to the following two (2) statements:

1. *I agree to be contacted by The PPI Team and other registered trading names of Lepus Marketing Limited about future financial or claims management products and/or services. I agree to be contacted by telephone, SMS, email and/or post.*
2. *I agree to be contacted by The PPI Team in the future by telephone and/or email in relation to passing my details onto third parties, who may wish to contact me about their products and/or services.*

You can withdraw or amend your consent at any point by emailing [optout@theppiteam.com](mailto:optout@theppiteam.com) or calling us on 0800 849 8060.

## How can I opt out of future marketing?

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at [optout@theppiteam.com](mailto:optout@theppiteam.com) or calling us on 0800 849 8060.

Please provide us with your name and telephone number so that we can complete your request.

## What can I do if I have a complaint about The PPI Team's use of my data?

We would like to hear about your concerns first so that we can try and put things right for you. You can do this by contacting us by any of the below methods:

**Letter:**       FAO Complaints, The PPI Team, Marsland House, Marsland Road, Sale, Cheshire, M33 3AQ

**Email:**        In the subject line please reference: Complaint– Data: [complaints@theppiteam.com](mailto:complaints@theppiteam.com)

**Phone:**        0800 849 8060

You can also visit [www.theppiteam.com](http://www.theppiteam.com) for details of our complaint procedure.

However, you can also contact the Information Commissioner's Office via their website at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## How can I contact you if I have a question about how my information is being used?

If you have any comments or queries in relation to this policy or how your information is being used, please contact our Data Protection Officer using either of the below methods:

**Letter:**        FAO Data Protection Officer, The PPI Team, Marsland House, Marsland Road, Sale, Cheshire, M33 3AQ

**Email:** In the subject line please reference: FAO Data Protection Officer:

[datainformation@theppiteam.com](mailto:datainformation@theppiteam.com)

### **Updates to this privacy policy**

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.

This policy was last reviewed and updated 18<sup>th</sup> May 2018.