



## Anderson Strachan Ltd – Privacy Policy

### Introduction

Anderson Strachan Ltd are a firm of debt collection specialists based in Scotland specialising in the overdue account recovery of commercial and non-regulated consumer debts across the UK, Eire & Worldwide. We are both Data Controllers and Data Processors, data is supplied by Clients' and their respective Customers and prospective new Clients' of Anderson Strachan Ltd. Anderson Strachan Ltd are licensed under the Information Commissioners Officer licence no. Z5776581.

### How do we collect your personal data?

Data is provided by Clients' (Data Controller) and their Customers, it is processed for our Clients' to whom the data belongs. Data provided will be processed for Debt Recovery and Tracing Services and legitimate purposes only and will be retained for no longer than is necessary for the specific purpose or purposes. Existing Client's (Data Controller) information will be retained and used to provide our Clients (Data Controller) debt recovery and tracing services.

### Marketing / Sourcing of Data

Information will be provided to prospective new Clients' by email, letter or meeting following an introductory telephone call providing details on the services we provide. Existing Clients' will be contacted from time to time with correspondence in reference to Debt Recovery and Tracing Services. We will not provide you with company updates or news on our services unless you consent nor shall we include your details in any form of direct marketing. We operate a personalised service and prospective Clients' will be contacted by telephone.

### How is personal data processed?

We obtain and process, but not limited to, basic personal information including name, address and contact details. We will keep it only for one or more specified and lawful purposes; process it only in ways compatible with the purposes for which it was given initially; keep it safe and secure; keep it accurate and up to date; ensure that it is adequate, relevant and not excessive; and retain it no longer than is necessary for the specified purpose or purposes. We will not sell or share your information to third parties for the purposes of direct marketing.

### Security/Protecting your personal data

We are aware of the importance of confidentiality and data security, with this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. All data is held securely off site in the UK with advanced levels of encryption and threat detection, our bespoke debt recovery software is under constant development to ensure the highest level of security. We are committed to ensuring that your information is secure with us and with third parties who act on our behalf, in order to prevent unauthorised access or disclosure.

### Who do we share your personal data with?

Data provided to us may be shared with our preferred suppliers to progress the debt for the legitimate interests originally instructed by our Client (Data Controller). Data will also be disclosed to any acquirer or successor of our firm as part of a merger, acquisition, or similar transaction.

### What are your rights over your personal data?

You have the right to obtain, free of charge, details of the personal information we hold about you by making a 'Subject Access Request' in accordance with the Data Protection Act or the General Data Protection Regulation ((EU) 2016/679). We may charge a fee where the request is manifestly unfounded or excessive. You can make a request by email to [emails@anderson-strachan.co.uk](mailto:emails@anderson-strachan.co.uk), in writing to 125 Muir Street, Hamilton, ML3 6BJ or by telephone on 01698 459333.

### Can you rectify your personal data?

You have the right to have your personal information rectified if it is inaccurate or incomplete. You have the right in specific circumstances to have your personal information deleted. You have the right in specific circumstances to restrict the processing of your personal information. You can exercise these rights by contacting us at [emails@anderson-strachan.co.uk](mailto:emails@anderson-strachan.co.uk) or by writing to 125 Muir Street, Hamilton, ML3 6BJ.