



The Search Squad is all about people - helping people - locating people

This policy applies to the processing of your personal data. This is the “consumer-facing” part of our business; the part that you and other consumers interact with. When we refer to ‘Search Squad’ in this Privacy Policy, it is because we are the processor of your personal data.

You can find out more about the Search Squad on our website at www.searchsquad.com. If there's anything you're unsure about in this Privacy Policy, feel free to contact our Data Protection Officer at hello@searchsquad.com

How we use your information

To confirm your identity and authenticate the information you provide.

As part of providing services to you we will confirm your identity and authenticate the information you provide for security purposes.

Establishing your identity is important as we must be sure you are who you say you are. If we are unable to confirm your identity from the registration information you provide, we will let you know by using the contact details you have provided and you may then have the option to make a written application and provide further proof of your identity.

To provide and improve customer support

We will use your information to be able to provide and improve the customer support we provide to you (e.g. when you have questions or when you forget your log-in information).

Internal training purposes

We will use your information to ensure that our team has the knowledge and expertise they need to ensure we provide the best possible experience to our customers when interacting with us.

To maintain our records and other administrative functions

Like any business, we need to ensure that we maintain comprehensive and up to date records of the ways we process your personal information and other operational activities and therefore we will process the information you provide for record-keeping, updates and general administrative purposes.

Complaint and dispute resolution

Whilst we will try to make sure that you are happy with the service we provide and do not feel the need to complain, if you do complain to us, we will use the information we have about you to help us manage your complaint.

To comply with the law

Like any other business, we are required to comply with many laws and regulations. Where necessary (i.e. where it is reasonable and proportionate for us to do so), we will use your personal data to the extent required to enable us to comply with these requirements.

What are the legal grounds for handling personal information?

Data protection laws require that, where we process your personal data, we must satisfy at least one prescribed condition for processing. These are set out in data protection law and we rely on a number of different conditions for the activities we carry out.

Necessary in our legitimate interests or those of a third party

In the United Kingdom, we can also use personal information where the benefits of doing it are not outweighed by the interests or fundamental rights or freedoms of individuals. The law calls this the "Legitimate Interests" condition for processing. Where we rely on it, the benefits being pursued by us are:-

- **Internal training purposes**
To enable us to train our staff to better provide services to our customers.
- **To maintain our records and other administrative purpose**
To enable Search Squad to provide the most accurate data for our customers and clients.
- **To resolve complaints and disputes where you are no longer a Search Squad customer and your complaint or dispute is not about an FCA regulated part of our services – we will need to use customer data when looking into queries and complaints.**
- **To improve data accuracy and completeness**
When you register for or use our services you may supply us with information about yourself which we will use to improve our data accuracy and to provide the most accurate data for our customers and clients.
- **To provide and improve customer support for customers.**

- **To keep records and carry out other administrative functions.**

- **Contractual obligations**

The processing is necessary for a contract the individual has.

Who we share your personal information with

We share your personal information with those persons who need to handle it so we can provide the requested services. We also share it with:

- **suppliers who provide services to us which require access to your personal information;**
- **our client depending on authority required from you**

- **the police**

Where in the world do we send information?

Search Squad is based in the UK, which is where our main databases are. We never transfer data overseas.

Your rights to how we use your personal information

It is important that you understand your rights in relation to your personal information and how you can contact us if you have questions or concerns.

If you've given us consent to process your personal information, you have the right to withdraw that consent at any time by contacting us at hello@searchsquad.com

You have the right to object to our use of your personal data. We will do as you ask where possible and in line with applicable law.

You also have the right to request that we correct any mistakes, restrict processing or delete your data. It's worth noting that in some cases if you do ask us to correct, delete or stop processing data, we won't always be required to do so.

We will try to ensure that we deliver the best levels of customer service but if you think we are falling short of that commitment, please let us know by contacting our data protection officer at hello@searchsquad.com

If you're still unhappy with any aspect of how we handle your personal information you also have the right to contact the Information Commissioner's Office (ICO), the supervisory authority that regulates handling of personal information in the UK.

You can contact them by:

1. Going to their website at <https://ico.org.uk/>.
2. Phone on 0303 123 1113
3. Post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

You may also see our full complaints handling procedure and how to make a complaint. If we cannot resolve things under that procedure, then you may have the right to refer your complaint, free of charge, to the Financial Ombudsman Service.

The contact details for the Financial Ombudsman Service are:

Telephone: 0300 123 9 123, or from outside the UK +44 20 7964 1000

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Address: Financial Ombudsman Service Exchange Tower London E14 9SR

You also have the option to register your complaint using the European Commission Online Dispute Resolution (ODR) platform. This is a web-based platform that is designed to help consumers who have bought goods or services online to deal with issues arising from their purchase.

How we keep your personal information secure

Online privacy and security is the most important aspect of any customer service and we take it extremely seriously. We use a variety of the latest technologies and procedures to protect your personal information from unauthorised access, destruction, use or disclosure.

Search Squad has a dedicated Cyber Security Investigations team who safeguard Search Squad's key assets such as its systems and storage facilities. This team, identify and effectively manage any security developments that may threaten Search Squad's people, process, or technology through intervention

and the thorough investigation of security incidents. Search Squad performs risk assessments against our critical and external facing applications annually.

How long we keep your personal information for

We'll keep your personal information for as long as we need it to provide the Search Squad services. We may also keep it to comply with our legal obligations, resolve any disputes and enforce our rights. These reasons can vary from one piece of information to the next and depend on the services provided so the amount of time we keep your personal information for may vary.

In all cases, our need to use your personal information will be reassessed on a regular basis, and information which is no longer required for any purposes will be disposed of.

Changes to this Privacy Policy

We can update this Privacy Policy at any time and ideally you should check it regularly for updates. We won't alert you to every little change, but if there are any really important changes to the Policy or how we use your information we'll let you know and where appropriate ask for your consent.