

PRIVACY POLICY

FH Credit Control Solutions Ltd

Effective Date: 7 August 2026

1. Who We Are

FH Credit Control Solutions Ltd is committed to protecting your privacy in accordance with the UK GDPR and Data Protection Act 2018.

Email: faith@fhcreditcontrol.co.uk

Telephone: 07930 123456

Registered Office: (Insert Registered Office Address)

Company Registration Number: (Insert Company Number)

ICO Registration Number: (Insert ICO Registration Number)

2. Information We Collect

We may collect names, business details, contact information, customer ledger information, outstanding invoices, debtor balances and payment history where necessary to deliver our services.

3. How We Collect Information

Information is collected through enquiries, consultations, contracts, emails, telephone calls, website forms and normal business communications.

4. How We Use Information

We use personal data to provide our services, respond to enquiries, prepare quotations and invoices, improve our services and comply with legal obligations.

5. Lawful Basis

Processing is based on contract, legitimate interests, legal obligation and consent where applicable.

6. Marketing

You may opt out of marketing communications at any time. We never sell your personal information.

7. Sharing Information

Information may be shared with professional advisers, IT providers, accountants, solicitors and regulators where necessary.

8. Security

We use appropriate technical and organisational measures to keep information secure.

9. Retention

Client and financial records are normally retained for six years after the business relationship ends unless law requires otherwise.

10. Your Rights

You have rights of access, rectification, erasure, restriction, objection, portability and the right to complain to the ICO.

11. Cookies

Our website uses cookies. Please see our separate Cookie Policy.

12. Contact

Email: faith@fhcreditcontrol.co.uk

Telephone: 07930 123456

13. Complaints

If you are unhappy with our handling of your information, please contact us first. You may also complain to the Information Commissioner's Office (ICO): <https://ico.org.uk>

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