In accordance with Rule 6.28 of the Insolvency (England & Wales) Rules 2016 and Section 106(3) of the Insolvency Act 1986.

LIQ14 Notice of final account prior to dissolution in CVL



THURSDAY



A86L90RU A11 30/05/2019 COMPANIES HOUSE

#478

	Company details	
Company number	0 5 2 4 5 8 9 6	→ Filling in this form Please complete in typescript or in
Company name in full	Blackstone Independent Financial Advisers Ltd	bold black capitals.
2	Liquidator's name	
ull forename(s)	Stephen James	
Surname	Wainwright	
3	Liquidator's address	
Building name/number	16 Oxford Court	
Street	Bishopsgate	
Post town	Manchester	
County/Region		
Postcode	M 2 3 W Q	
Country		
4	Liquidator's name o	
Full forename(s)	Allan Christopher	Other liquidator Use this section to tell us about
Surname	Cadman	another liquidator.
5	Liquidator's address 🛮	
Building name/number	16 Oxford Court	Other liquidator Use this section to tell us about
Street	Bishopsgate	another liquidator.
Post town	Manchester	
County/Region		
Postcode	M 2 3 W Q	
Country		

	LIQ14 Notice of final account prior to dissolution in CVL
6	Liquidator's release
	☐ Tick if one or more creditors objected to liquidator's release.
7	Final account
	☑ I attach a copy of the final account.
8	Sign and date
Liquidator's signature	Signature X
Signature date	

•

Presenter information

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name	Stephen James Wainwright	
Company name	Poppleton & Appleby	
Address	16 Oxford Court	
	Bishopsgate	
Post town	Manchester	
County/Region		
Postcode	M 2 3 W Q	
Country		
DX		
Telephone	0161 228 3028	

1

Checklist

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- $\hfill \square$ You have attached the required documents.
- ☐ You have signed the form.

Important information

All information on this form will appear on the public record.

Where to send

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House, Crown Way, Cardiff, Wales, CF14 3UZ. DX 33050 Cardiff.

i Further information

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse

BLACKSTONE INDEPENDENT FINANCIAL ADVISERS LTD (In Creditors' Voluntary Liquidation)

FINAL ACCOUNT

Stephen James Wainwright Allan Christopher Cadman

Poppieton & Appleby 16 Oxford Court, Bishopsgate, Manchester, M2 3WQ

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- 7. Creditors' Rights
- 8. **EC Regulations**
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- Receipts and Payments Account for the period for the period from 23 July 2018 to 27 March 2019 1.
- 2. Poppleton & Appleby Charging Policy Document
- 3. Privacy Notice

1. INTRODUCTION

Stephen James Wainwright (IP number: 5306) and Allan Christopher Cadman (IP number 9522) of Poppleton & Appleby, 16 Oxford Court, Bishopsgate, Manchester, M2 3WQ were appointed Joint Liquidators of Blackstone Independent Financial Advisers Ltd ("the Company") on 23 July 2018.

The purpose of this report is to detail my acts and dealing as Joint Liquidator of the Company for the period 23 July 2018 to 27 March 2019 and it should be read in conjunction with my previous correspondence to creditors.

The details of the Company are as follows:

Registered office:

16 Oxford Court, Bishopsgate, Manchester, M2 3WQ

Former Registered Office:

2 Maple Court, Davenport Street, Bramhall, Cheshire, SK7 2AA

Registered Number:

05245896

2. DESCRIPTION OF WORK CARRIED OUT

In addition to the narrative description of work carried out given under 4. Receipts & Payments, below, there is other work which as Joint Liquidator, I am required to carry out in order to meet a considerable number of statutory and regulatory obligations. Whilst many of these tasks do not have a direct benefit, they assist in the efficient and compliant progressing of the liquidation, which ensures that I and my staff carry out our work to high professional standards. The narrative detail in respect of this work which has been undertaken during the course of the liquidation is set out below:

General
Description
Statutory and
General
Administration

Includes

Statutory/advertising

Filing of documents to meet statutory requirements

Corporation Tax returns

VAT returns

Advertising in accordance with statutory requirements

Bonding the case for the value of the assets

Document maintenance/file review/checklist Filing of documents

Periodic file reviews documenting strategy

Periodic reviews of the application of ethical, anti-money laundering and anti-bribery

safeguards

Maintenance of statutory and case progression diaries

Bank account administration

Preparing correspondence opening and closing accounts

Requesting bank statements Bank account reconciliations

Maintenance of the estate cash book

Planning / Review

Discussions regarding strategies to be pursued

Meetings with team members

Books and records /

storage

Dealing with records in storage

Pension scheme

Identifying whether there is a pension scheme

Submitting the relevant pension scheme notices

Reports Circulating initial report to potential creditor and their representatives upon appointment

Preparing Final Report

Creditors Pre

Preparation of deemed consent documentation

(Deemed Consent)

notice of meeting to all known creditors

Closure

Review case to ensure all matters have been finalised

Draft final report

Obtain clearance to close case from HMRC together with submitting final tax return

File documents with Registrar of Companies

Investigations

SIP 2 Review Collection and making an inventory of company books and records

Correspondence to request information on the company's dealings, making further

enquiries of third parties

Reviewing questionnaires submitted by the director

Reviewing company's books and records Preparation of deficiency statement

Review of transactions

Statutory reporting on conduct of director(s)

Preparing statutory investigation reports

Liaising with Insolvency Service

Submission of report with the Insolvency Service

3. ENQUIRES AND INVESTIGATIONS

During the Review Period, the Joint Liquidators carried out an initial review of the Company's affairs in the period prior to appointment. This included seeking information and explanations from the director (and senior employees) by means of questionnaires and interview; making enquiries of the Company's accountants; reviewing information received from creditors; and collecting and examining the Company's bank statements, accounts and other records.

The director provided the books and records and a completed questionnaire as well as a Statement of Affairs.

The information gleaned from this process enabled the Joint Liquidators to meet their statutory duty to submit a confidential report on the conduct of the director to the Insolvency Service.

This work was also carried out with the objective of making an initial assessment of whether there were any matters that may lead to any recoveries for the benefit of creditors. This would typically include any potential claims which may be brought against parties either connected to or who have past dealings with the Company.

This initial assessment has been completed and the Joint Liquidators did not identify any further assets or actions which might lead to a recovery for creditors.

Pre-Appointment transactions with connected parties

In accordance with the guidance given in SIP13, the Joint Liquidators are not aware of any matters that requires further comment other than that which formed part of the SIP6 report circulated to the members and all known creditors at the inception of the liquidation.

4. RECEIPTS & PAYMENTS

My Receipts and Payments Account for the period 23 July 2018 to 27 March 2019 is attached at Appendix 1.

I have detailed below key information about asset realisations and payments.

RECEIPTS

The Company has no assets and as such an asset agent has not been instructed in this matter.

PAYMENTS

Bond

In all formal insolvency matters, office holders are required to put in place security for the proper performance of their functions. This security is known as a Bond and in this matter the specific premium payable has amounted to £30.00 and was payable to AUA insolvency Risk Services Limited. The costs of the bond were met from the personal resources of the director as referred to later within this report under the Joint Liquidators' remuneration and expenses.

Statutory Advertising

The Joint Liquidators have placed the following legal notices in the Gazette through their advertising agents, Courts Advertising Limited:

- Notice of Appointment
- Notice to creditors to submit claims

The sum of £253.80 has been paid to Courts Advertising Limited in this regard. These costs were met from the personal resources of the director and more detail is given under the heading Joint Liquidators' remuneration and expenses.

5. CREDITORS' CLAIMS

Secured Creditor

The Company has not granted any charges over its assets.

Preferential creditors

The Company ceased to trade in 2015 and, where applicable, redundancy, wages and holiday pay claims of the employees at that time were discharged in full by the Company or employment was found with an associate company and as a consequence, there was no break in service and no claims arising under the Employment Protection Act 1996. As a consequence there are no preferential claims arising in this matter.

Unsecured creditors

The director's Statement of Affairs dated 17th July 2018, discloses no known creditors. There was the possibility of there being a contingency claim arising from an ongoing legal matter concerning 2 private individuals who were bringing an action against the Company. The claim was being pursued by solicitors as a standard complaint under FCA rules and procedures. Whilst the director and his advisors feel that the claim had little merit against the Company, there was the possibility that a claim above that which could be claimed through the FCA rules and procedures may have been awarded had the matter gone to Court. The Joint Liquidators have notified the claimants' solicitors of the position and no formal claim has been made by the solicitor for and on behalf of his clients.

6. THE JOINT LIQUIDATORS' REMUNERATION & EXPENSES

Pre-Appointment Costs

The Company director discharged from personal resources, the sum of £6,000 in order to cover the costs of liquidation and the disbursements associated with such matters.

Joint Liquidators' Disbursements

The disbursements as noted hereunder were incurred and the costs were met from the deposit against costs received from the personal resources of the director.

Category 1:

Category 1 disbursements are those discharged to independent third parties (e.g. Bordereaux fees, advertising etc). In addition to the expenditure explained above, the following Category 1 disbursements have been incurred. These are clearly disclosed within the attached receipts and payments account (net of VAT):

	In period	In Liquidation
	£	£
Statutory Advertising	253.80	253.80
Specific Bond	30.00	30.00

Category 2:

Category 2 disbursements are payments to the office holder which include elements of shared or overhead costs. No Category 2 disbursements have been drawn.

A copy of 'A Creditors Guide to Liquidators' Fees' may be found at:

https://www.r3.org.uk/index.cfm?page=1210

A hard copy of the Creditors' Guide may be obtained on request.

7. CREDITORS' RIGHTS

An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question) request further details of the Joint Liquidator's remuneration and expenses, within 21 days of receipt of this report. Any secured creditor may request the same details in the same time limit.

An unsecured creditor may, with the permission of the court or with the concurrence of 10% in value of the creditors (including the creditor in question), apply to court to challenge the amount and/or basis of the Joint Liquidators' fees and the amount of any proposed expenses or expenses already incurred, within 8 weeks of receipt of this report. Any secured creditor may make a similar application to court within the same time limit.

8. EC REGULATIONS (WHETHER PROCEEDINGS ARE MAIN PROCEEDINGS OR TERRITORIAL)

The Company's registered office was:

2 Maple Court Davenport Street Bramhall Cheshire SK7 2AA

The Company's principal place of business was:

22b Station Road Cheadle Hulme Cheshire SK8 7AB

It is therefore considered that the EC Regulations will apply. These proceedings are main proceedings as defined in Article 3 of the EC Regulation.

9. CONCLUSION

There are no other matters outstanding and the affairs of the company have been fully wound up.

If you require any further information please contact Matthew Ellidge on (0161) 228 3028.

Stephen James

Blackstone Independent Financial Advisers Ltd (In Liquidation) Joint Liquidators' Summary of Receipts & Payments

Statement of Affairs £		From 23/07/2018 To 27/03/2019 £	From 23/07/2018 To 27/03/2019 £
	COST OF REALISATIONS		
	Specific Bond	N <u>IL</u>	NIL
		NIL	NIL
	UNSECURED CREDITORS		
(2.00)	Trade & Expense Creditors	NIL NIL	NIL NIL
	DISTRIBUTIONS	NIL	IVIL
0.500.00)		\$10	KID
2,500.00)	Ordinary Shareholders	NIL	NIL
		NIL	NIL
(2,502.00)		NIL	NIL
. ,	REPRESENTED BY		
			NII
			NIL

Note:

27 March 2019 13:56

Stephen James Wainwright

Joint Liquidator

NOTICE OF NO DIVIDEND

Company Name:

Blackstone Independent Financial Advisers Ltd (In Liquidation) ("the

Company")

Company Number:

05245896

This Notice is given under Rule 14.36 of the Insolvency (England & Wales) Rules 2016 ("the Rules"). It is delivered by the Joint Liquidator of the Company, Stephen James Wainwright, of Poppleton & Appleby 16 Oxford Court, Bishopsgate, Manchester, M2 3WQ (telephone number: 0161 228 3028), who was appointed by the members and creditors.

The Joint Liquidator gives notice confirming that no dividend will be declared in the Liquidation of the Company.

No funds have been realised.

The Joint Liquidator will now proceed to conclude the Liquidation and therefore any claims against the assets of the Company are required to be established by 29th April 2019

Signed:

Stepher vames Wainwright

OINT LIQUIDATOR

Dated:

24 mary 2019

NOTICE THAT THE COMPANY'S AFFAIRS ARE FULLY WOUND UP

Company Name:

Blackstone Independent Financial Advisers Ltd (In Liquidation) ("the

Company")

Company Number:

05245896

This Notice is given under Rule 6.28 of the Insolvency (England & Wales) Rules 2016 ("the Rules"). It is delivered by the Joint Liquidator of the Company, Stephen James Wainwright, of Poppleton & Appleby 16 Oxford Court, Bishopsgate, Manchester, M2 3WQ (telephone number: (0161) 228 3028), who was appointed by the members and creditors.

The Joint Liquidator gives notice that the Company's affairs are fully wound up.

Creditors have the right:

- (i) to request information from the Joint Liquidator under Rule 18.9 of the Rules;
- (ii) to challenge the Joint Liquidator's remuneration and expenses under Rule 18.34 of the Rules; and
- (iii) to object to the release of the Joint Liquidators by giving notice in writing below before the end of the prescribed period to:

Stephen James Wainwright

Poppleton & Appleby

16 Oxford Court, Bishopsgate, Manchester, M2 3WQ

The prescribed period ends at the later of: (i) eight weeks after delivery of this notice, or (ii) if any request for information under Rule 18.9 of the Rules or any application to court under that Rule or Rule 18.34 of the Rules is made, when that request or application is finally determined.

The Joint Liquidators will vacate office under Section 171 of the Insolvency Act 1986 ("the Act") on delivering to the Registrar of Companies the final account and notice saying whether any creditor has objected to release.

The Joint Liquidators will be released under Section 173 of the Act at the same time as vacating office unless any of the Company's creditors objected to release.

Relevant extracts of the Rules referred to above are provided overleaf.

Signed:

Stephen James Wainwright

JOINT LIQUIDATOR

Dated:

in mary 2019

RELEVANT EXTRACTS OF RULES 18.9 AND 18.34 OF THE INSOLVENCY (ENGLAND & WALES) RULES 2016

Rule 18.9

- (1) The following may make a written request to the office-holder for further information about remuneration or expenses set out in a final report under rule 18.14:
 - · a secured creditor;
 - an unsecured creditor with the concurrence of at least 5% in value of the unsecured creditors (including the creditor in question); or
 - any unsecured creditor with the permission of the court.
- (2) A request or an application to the court for permission by such a person or persons must be made or filed with the court (as applicable) within 21 days of receipt of the report by the person, or by the last of them in the case of an application by more than one creditor.

Rule 18.34

- (1) This rule applies to an application in a winding-up made by a person mentioned in paragraph (2) on the grounds that:
 - the remuneration charged by the office-holder is in all the circumstances excessive;
 - the basis fixed for the office-holder's remuneration under rules 18.16, 18.18, 18.19, 18.20 and 18.21 (as applicable) is inappropriate; or
 - the expenses incurred by the office-holder are in all the circumstances excessive.
- (2) The following may make such an application for one or more of the orders set out in rule 18.36 or 18.37 as applicable:
 - · a secured creditor; or
 - an unsecured creditor with either
 - (i) the concurrence of at least 10% in value of the unsecured creditors (including that creditor), or
 - (ii) the permission of the court.
- (3) The application by a creditor must be made no later than eight weeks after receipt by the applicant of the final report or account under rule 18.14 which first reports the charging of the remuneration or the incurring of the expenses in question.

POPPLETON & APPLEBY



CHARGING, EXPENSES AND DISBURSEMENTS POLICY STATEMENT EFFECTIVE FROM 1ST JUNE 2017

Introduction

Current insolvency legislation provides for the manner in which insolvency practitioners' fees and disbursements are charged in insolvency assignments. The legislation permits insolvency practitioners to seek the bases for their fees on a time cost basis, a percentage of realisation basis, on a fixed fee basis or on a mix of these bases.

The basis of fees for each individual insolvency appointment are subject to approval by a committee of creditors if appointed, failing which by creditors in a decision-making process or by the Court. Further information regarding the approval of office holders' fees in insolvency cases can be found within Statement of Insolvency Practice 9 (SIP9), please see under further information at the foot of this document for information on how to download guides to fees.

Once the basis of office holders' fees has been approved it is reported to any committee and to creditors generally within the next statutory report.

Fixed Fee Basis

It is possible for an insolvency practitioner to seek to be paid on a fixed fee basis. Where this is the case, further information will be provided to explain why this would be considered appropriate.

ercentage Basis

The legislation provides for fees to be charged on a percentage of the value of property with which an insolvency practitioner deals with. Different percentages can be used for different assets or types of assets. When seeking creditor approval for this basis, further information will be provided for creditors to judge the appropriateness of this basis.

Time Cost Basis

Insolvency Practitioners are permitted to seek approval for their fees to be paid on a time cost basis. This is based on hours spent by office holders and their staff in dealing with matters relating to the particular insolvency or specific activities within a case where time costs are sought. When seeking resolutions for fees to be paid on a time cost basis, stakeholders will be provided with a full explanation as to why time costs are considered appropriate together with sufficient information to assist in their making an informed judgement of the office holders' requests.

Partners and staff are allocated an hourly charge out rate which is reviewed annually. The current charge out rates of this Firm are set out as follows:

Grade of Staff	Hourly Chargeout Rate
Office Holder (Partner)	£350.00
Office Holder (Non Partner)	£325.00
Senior Manager	£275.00
Manager	£225.00
Administrator	£160.00
Cashier	£165.00
Trainee/Support Staff	£ 80.00

Staff Allocation and the Use of Sub-Contractors

The general approach to resourcing our assignments is to allocate staff with the skills and experience to meet the specific requirements of the case.

The constitution of the team allocated to insolvency assignments will usually consist of an Office Holder, a Senior Manager and/or Manager and an Administrator or Assistant. The exact constitution of a case team will depend on the anticipated size and complexity of the assignment and the experience requirements of the assignment. The charge out rates scheduled above provides details of all grades of staff and their respective experience levels.

It is not this Firm's policy to sub-contract out any services or tasks which can be provided by this Firm.

Professional Advisors

It is usual in insolvency cases that specialist professional advisors are engaged to advise on matters which are case specific. Ordinarily but not exclusively these will include solicitors, employment law consultants, asset agents and accountants. Stakeholders will be advised of such advisors which could be expected to be used within a case together with an expected fee arrangement.

Our choice will be based on our perception of their qualification, experience and ability to perform the type of work sought including the complexity and nature of the assignment upon which they are asked to assist.

Expenses and Disbursements Policy

Where expenses are incurred in respect of the insolvent estate they will be recharged. Such expenses can be divided into two categories and are disclosed to creditors in the appropriate reports. In each case the recharge will be reimbursed on a quarterly basis.

Category 1

Category 1 disbursements relate to expenses where this Firm has
met a specific cost in respect of the insolvent estate where payment
has been made to a third party where the expenditure is directly
referable to the appointment in question. These may include items
such as legal notices, bond premiums, searches at Companies
House, etc. In each case the recharge will be reimbursed on a
quarterly basis. It is not necessary for creditors to approve Category
1 disbursements.

Category 2

- These are expenses and disbursements incurred by this Firm which
 may include an element of shared or allocated costs that can be
 allocated to the appointment on a proper and reasonable basis.
 Category 2 disbursements require approval in the same manner as
 office holder's remuneration prior to being drawn from the individual
 insolvency estate.
- This Firm will seek to recover Category 2 disbursements in respect of the following:

Storage of records (per box per quarter) £6.00 (when not rechargeable as a Category 1 expense)

Partner/staff mileage (per mile) £0.45

VAT

VAT at the prevailing rate is applied to office holders' fees and disbursements. In Company and Individual Voluntary Arrangements, VAT may not apply following the decision in PAYMEX versus HMRC.

FURTHER INFORMATION: Creditors Rights

SIP9' provides information for creditors in relation to the fees charged by Office Holders. These can be accessed from our website:

http://www.pandanorthern.co.uk/your-questions-answered/documents/

Alternatively, a copy can be provided by request to either office.

16 OXFORD COURT BISHOPSGATE MANCHESTER M2 3WQ

> TEL 0161 228 3028 FAX 0161 228 2335

THE MEDIA CENTRE
7 NORTHUMBERLAND STREET
HUDDERSFIELD HD1 1RL

TEL 01484 437 432 FAX 01484 483 100

Charles M Brook, Allan C Cadman, Michelle L Chatterton and Stephen J Wainwright are authorised by the Insolvency Practitioners Association to take insolvency appointments in the United Kingdom. Partners or employees acting as Liquidator or Administrator do so as agents of the company to which they are appointed and without personal liability.

POPPLETON & APPLEBY



GENERAL DATA PROTECTION REGULATION ('GDPR')

Privacy Notice for Shareholders

Introduction

Poppleton & Appleby is a trading style of Churchill Corporate Solutions LLP which is a limited liability partnership registered in England and Wales (Registered Number OC393802). We are regulated and licensed to take insolvency appointments by the Insolvency Practitioners Association.

We are registered with the Information Commissioners office (ICO), the UK data protection regulator and we will be the 'data controller' for the purposes of data protection regulation in respect of any personal data we hold about you.

This notice is designed for Shareholders of companies subject to, or immediately prior to the commencement of formal insolvency proceedings or solvent (Members' Voluntary Liquidation) matters.

This firm's privacy policy is set out in full at our website:

www.pandanorthern.co.uk/wp-content/uploads/2018/05/Privacy-Policy.pdf

Personal Information Required

We will need to deal with ('process') your personal information so that we can perform the necessary duties and obligations of an Insolvency Practitioner (IP) under statute and regulation.

The minimum personal data required to enhance the business relationship will be your full name, business and personal addresses, your date of birth and contact details (telephone numbers and email address). Please note we may already hold some of this data either provided by you, the company or by searches of public information websites (e.g. Companies House). As the case progresses, we may also require any financial details and other case specific detail in order that we may perform our statutory functions.

It is the Firm's intention to not seek any sensitive information, unless legally required for specific purposes. Sensitive information is defined as including data relating to race or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health, sexual prientation, or criminal record

It is our policy to collect the minimum data required to fulfil our duties and obligations.

Legal basis for processing information

The legal bases upon which we rely to process personal data are:

- where you have given your informed specific and unambiguous consent:
- where we are required to comply with a statutory obligation,
- where we need to perform a contract that we have entered into with you;
- where it is necessary to use your personal information to pursue our legitimate interests or those of a third party;

For the avoidance of doubt, these include the following:

- to comply with our legal obligations to detect and prevent fraud, money laundering, terrorism and other crimes;
- to carry out regulatory checks and meet our obligations to any regulatory authority;
- to assist us in providing our services to you.

Retention of Data and relevant time periods

IPs have an obligation to recover the records of an insolvent entity. The IP does not become 'data controller' of any data processed by a company prior to the date of appointment of the IP. The IP only becomes 'data controller' when any such data is processed by his/her firm.

- Data used as (as data controller) will be retained for a period of 6
 years starting with the date that the formal engagement is
 concluded, in accordance with Insolvency legislation.
- Pre appointment data that is not processed (typically a Company's books and records, physical or electronic) will be retained for a period of 12 months after dissolution of a company

following an insolvency appointment in line with Insolvency legislation.

 Under GDPR, IP's may destroy/delete any data which falls outside of the statutory requirement, and is of no further use during the proceedings at any time.

Sharing of Data

We will only share your data (including with other data controllers) as and when strictly necessary to comply with the legal bases as set out above, or with your consent. Examples of bodies where it is likely we will need to share your data include:

- Members of our staff.
- Agents, and other advisors such as solicitors instructed by us to handle aspects of the particular case, including external providers of ERA work in connection with statutory claims as a result of redundancy,
- Government or local authority agencies in respect of any necessary purpose,
- Any other agency in connection with the prevention of fraud, money laundering or other crime prevention,
- Basic data such as name and address may need to be shared with other stakeholders (e.g. creditors) of specific insolvency matter.

What are your rights?

If at any point you believe the information we process on you is incorrect, you can request to see this information and have it corrected or deleted, if you so wish. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Office/Head of Privacy, using the email address above, who will investigate the matter.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the requirements of GDPR, then you are within your rights to lodge a complaint with the Information Commissioner's Office (ICO).

The full list of your rights under GDPR is shown below:

- 1. The right to access the personal data we hold on you.
- 2. The right to correct and update the personal data we hold on you.
- The right to have your personal data deleted where there is no good reason for us to continue to hold or process it.
- 4. The right to object to processing of your personal data.
- 5. The right to data portability.
- The right to withdraw your consent to the processing at any time for any processing of personal data to which consent was sought.
- The right to lodge a complaint with the Information Commissioner's Office. You can email them via: https://ico.org.uk/global/contact-us/email/, calt them on 0303 123 1113, or write to them at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 SAF.

16 OXFORD COURT BISHOPSGATE MANCHESTER M2 3WQ

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