In accordance with Rule 18.7 of the Insolvency (England & Wales) Rules 2016 and Sections 92A, 104A and 192 of the Insolvency Act 1986.

# LIQ03 Notice of progress report in voluntary winding up





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LIQ03 Notice of progress report in voluntary winding up

6	Period of progress report
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To date	d 0 d 5 m m m m m m m m m m m m m m m m m m
7	Progress report
	☑ The progress report is attached
8	Sign and date
Liquidator's signature	X Signature X
Signature date	d 1 d 6 m 0 m 3 y 2 y 0 y 2 y 0

# LIQ03

Notice of progress report in voluntary winding up

# **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 Mrs Bullock Company name Crossfields insolvency Address Post town County/Region Postcode Country DX 01457 868927 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.
- 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.

# 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

# **CVL511A**

# Liquidator's Annual Progress Report to Creditors & Members

# **UNITY PLUS LIMITED - In Liquidation**

# 16 March 2020

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- 5 Creditors' Rights
- 6 Next Report

#### **APPENDICES**

- A Receipts and Payments Account for the Period from 6<sup>th</sup> March 2019 to 5<sup>th</sup> March 2020 and a Cumulative Receipts and Payments Account for the Period since the Liquidator's Appointment
- B Time Analysis for the Period from the 6<sup>th</sup> March 2019 to 5<sup>th</sup> March 2020 and a Cumulative Time Analysis for the Period since the Liquidator's Appointment
- C Projected costs for the following 12 months and revised fee estimate
- D Additional information in relation to Liquidator's Fees, Expenses & Disbursements
- E Privacy Notice

#### 1. Introduction and Statutory Information

- 1.1 I, Tina Bullock of Crossfields, 85/87 High Street West, Glossop, Derbyshire, SK13 8AZ, was appointed as Liquidator of Unity Plus Limited (the **Company**) on 6th March 2017. This progress report covers the period from 6<sup>th</sup> March 2019 to 5<sup>th</sup> March 2020 (**the Period**) and should be read in conjunction with any previous progress reports which have been issued.
- 1.2 Information about the way that we will use and store personal data on insolvency appointments, can be found in the attached Privacy Notice.
- 1.3 The Company ceased to trade in November 2011.
- 1.4 The registered office of the Company has been changed to 85/87 High Street West, Glossop, Derbyshire, SK13 8AZ and its registered number is 6709393.

#### 2. Progress of the Liquidation

- 2.1 This section of the report provides creditors with an update on the progress made in the liquidation during the Period and an explanation of the work done by the Liquidator and her staff.
- 2.2 At Appendix A is my Receipts and Payments Account for the Period and a cumulative Receipts and Payments Account for the period from the date of my appointment as Liquidator to the end of the Period.

#### Administration (including statutory compliance & reporting)

- 2.3 An office holder must comply with certain statutory obligations under the Insolvency Act 1986 and other related legislation. Details about the work I anticipated would need to be done in this area was outlined to creditors in my initial fees estimate/information.
- 2.4 Where the costs of statutory compliance work or reporting to creditors exceeds the initial estimate, it will usually be because the duration of the case has taken longer than anticipated, possibly due to protracted asset realisations or , in this case, disputed creditors' claims, which have in turn placed a further statutory reporting requirement on the Liquidator.
- As noted in my initial fees estimate/information, this work will not necessarily bring any financial benefit to creditors, but is required on every case by statute.

#### **Realisation of Assets**

## 2.6 Financial Investment

- 2.7 You may recall that the Statement of Affairs showed an estimated value of the Financial Investment to be £304,000. However, this did not take into account withdrawals, totalling £90,000 being made from the investment by the directors before liquidation. The true value of the investment at the time of liquidation was circa £214,000, which was confirmed by the Investment Managers on 3 May 2017 as £213,940.29.
- 2.8 During the Period, the Investment Managers arranged for a total sum of £40,000 to be transferred out of the investment into the liquidation bank account, for the purpose of paying liquidation costs and expenses. The current value of the investment (as at 31 December 2019) amounts to £162,000.

#### 2.9 Cash at Bank

2.10 Per the Statement of Affairs, the balance in the Company's NatWest Bank was estimated to be £15,500. The total actual monies realised amounted to £15,359.38.

2.11 It is considered that the work the Liquidator and her staff have undertaken to date, and the assets realisable in the liquidation, will bring a financial benefit to creditors.

#### Creditors (claims and distributions)

- 2.12 Further information on the anticipated outcome for creditors in this case can be found at section 3 of this report. A Liquidator is not only required to deal with correspondence and claims from unsecured creditors, but also those of any secured and preferential creditors of the Company.
- 2.13 The above work will not necessarily bring any financial benefit to creditors generally, however a Liquidator is required by statute to undertake this work. Similarly, if a distribution is to be paid to any class of creditor, work will be required to agree those claims and process the dividend payments to each relevant class of creditor. The more creditors a company has, the more time and cost will be involved by the Liquidator in dealing with those claims.
- 2.14 As previously reported, I consider the following matters worth noting to creditors:
  - Per the directors' statement of affairs, there were six unsecured creditor claims in this case with a value of £1,382,481.42, which included a claim from HMRC of £1,021,689.56 in respect of Accelerated Payment Notices (APNs).
  - During the course of the liquidation, HMRC issued a further claim of £152,063.26 in relation to interest on the APNs up to the date of liquidation.
  - Discussions are currently underway with HMRC to finalise all liabilities the Company may have with HMRC to include, but not limited to, any liability incurred in relation to previous EBT/EFRB planning schemes.
  - Once agreement has been reached with HMRC as to their claim, this should then enable a
    dividend to be made to the body of the creditors of the liquidation.

#### Investigations

- 2.15 Some of the work the Liquidator is required to undertake is to comply with legislation such as the Company Directors' Disqualification Act 1986 (CDDA 1986) and Statement of Insolvency Practice 2 Investigations by Office Holders in Administration and Insolvent Liquidations and may not necessarily bring any financial benefit to creditors, unless these investigations reveal potential asset recoveries that the Liquidator can pursue for the benefit of creditors.
- 2.16 I can confirm that I have submitted a report on the conduct of the Directors of the Company to the Department for Business, Energy & Industrial Strategy under the CDDA 1986. As this is a confidential report, I am unable to disclose the contents.
- 2.17 Shortly after appointment, I made an initial assessment of whether there could be any matters that might lead to recoveries for the estate and what further investigations may be appropriate. This assessment took into account any information provided by creditors. My investigations have not revealed any issues requiring further report or any further potential recoveries which could be pursued for the benefit of creditors.

# Matters still to be dealt with

- 2.18 It should be noted that the HMRC's total claim of £1,173,752.82 has not been formally agreed, due to the questionable nature of the claim. Accordingly, no dividend has yet been declared, as this would prejudice the other creditors.
- 2.19 As noted above, discussions are currently underway with HMRC to finalise all liabilities the Company may have with HMRC to include but not limited to any liability incurred in relation to previous EBT/EFRB planning schemes.

- 2.20 Once agreement has been reached with HMRC as to their claim, this should then enable a dividend to be made to the body of the creditors of the liquidation.
- 2.21 In the meantime, the case is being kept open and will be reviewed periodically as further information becomes available.

#### 3. Creditors

#### 3.1 Unsecured Creditors

- 3.2 I have received claims totalling £1,534,004.82 from five creditors to date. I have yet to receive a formal claim from one creditor whose debt totals £541.92 as per the Company's statement of affairs.
- 3.3 The Company has sufficient realisable assets to enable a dividend to be paid to unsecured creditors but, for the reasons outlined above, no dividend will be declared until the HMRC's claim has been properly determined.

#### 4. Liquidator's Remuneration

- 4.1 The Creditors approved that the basis of the Liquidator's remuneration be fixed by reference to time properly spent by me and my staff in managing the liquidation, for the first 12 months of the liquidation. My fees estimate/information was originally provided to creditors when the basis of my remuneration was approved and was based on information available to me at that time.
- 4.2 On the first anniversary of the liquidation, the Creditors approved a revision to the original estimate. The revised estimate was based on the time already spent on the case and a provision for general administration of the case for a further 12 month period.
- 4.3 On the second anniversary of the liquidation, the Creditors approved a further revision to the fees estimate.
- 4.4 A copy of that estimate is reproduced below:

Administration (inc statutory compliance & reporting)	58.99	204.41	12,057.87
Realisation of assets	2.00	332.50	665.00
Creditors (claims & distributions)	11.84	245.04	2,901.24
Investigations	4.75	284.74	1,352.50
Case specific matters – dealing with HMRC	33.08	381.25	12,611.66

- 4.5 My time costs for the Period are £6,441.71. This represents 24.17 hours at an average rate of £266.52 per hour. Attached at Appendix B is a Time Analysis which provides details of the activity costs incurred by staff grade during the Period.
- Also attached at Appendix B is a cumulative Time Analysis for the three year period from 6 March 2017 to 5 March 2020 which provides details of my time costs since my appointment. The cumulative time costs incurred to date are £27,269.98. This represents 99.83 hours at an average rate of £273.16 per hour. To date, £23,000 has been drawn on account.
- 4.7 I now consider that the revised fee estimate I provided on the second anniversary for the liquidation, which included a provision for general administration of the case for a further 12 month period, is insufficient to complete my duties, as a result of the following:

- The liquidation is to continue beyond the third year, due to outstanding matters with regard to the claim from HMRC in the liquidation yet to be concluded;
- Additional time that has been incurred and not originally foreseen or budgeted for, in dealing with ad hoc issues raised by the directors' tax advisors during the Period.
- Dealing with various correspondence and communications from HMRC regarding the 'Loan Charge' and reviewing its implications on the company.
- Accordingly, my obligations in relation to the administration of this case will continue until
  the outstanding matters have been resolved and a distribution can be made in the liquidation
  to the creditors generally.
- 4.8 As a result of this additional work required, which was not previously budgeted for, my revised fees estimate is set out below and I am seeking approval by correspondence from the creditors to increase this estimate. Further details can be found on the letter issued to creditors with this report.

#### 4.9 Liquidator's Revised Fee Estimate

Administration (inc statutory compliance & reporting)	73.24	209.20	15,321.67
Realisation of assets	4.16	318.81	1,326.25
Creditors (claims & distributions)	10.92	223.67	2,442.49
Investigations	4.75	284.74	1,352.50
Case specific matters – dealing with HMRC	39.76	376.81	14,982.07

- 4.10 The revised estimate is based on the time already spent on the case and a provision for administration of the case for a further 12 month period, as set out on Appendix C.
- 4.11 A copy of 'A Creditors' Guide to Liquidators' Fees' is available on request or can be downloaded from <a href="https://www.r3.org.uk/media/documents/publications/professional/Guide">https://www.r3.org.uk/media/documents/publications/professional/Guide</a> to Liquidators Fees Oct 2015.pdf
- 4.12 Attached at Appendix D is additional information in relation to the Liquidator's fees, expenses and disbursements, including where relevant, information on the use of subcontractors and professional advisers.

#### 5. Creditors' Rights

- 5.1 Within 21 days of the receipt of this report, a secured creditor, or an unsecured creditor (with the concurrence of at least 5% in value of the unsecured creditors) may request in writing that the Liquidator provide further information about her remuneration or expenses which have been itemised in this progress report.
- Any secured creditor, or an unsecured creditor (with the concurrence of at least 10% in value of the unsecured creditors) may within 8 weeks of receipt of this progress report make an application to court on the grounds that, in all the circumstances, the basis fixed for the Liquidator's remuneration is inappropriate and/or the remuneration charged or the expenses incurred by the Liquidator, as set out in this progress report, are excessive.

## 6. Next Report

- 6.1 I am required to provide a further report on the progress of the liquidation within two months of the next anniversary of the liquidation, unless I have concluded matters prior to this, in which case I will write to all creditors with my final account.
- 6.2 If you have any queries in relation to the content of this report, I can be contacted by telephone on 01457 868927 or by email at tina@crossfieldsltd.co.uk.

Yours faithfully

Sbulloce

Tina Bullock

Liquidator

Appendix A

Receipts and Payments Account for the Period from 6th March 2017 to 5th March 2020

	Estimated to realise per SOA	For the Period	<u> 10</u>	<u>DATE</u>
Income:-	£	£	£	£
Cash at Bank (see note 1 below) Investment Monies Gross Bank Interest	15,500 304,000	0 40,001 3		15,359 50,001 10
	319,500 =====	40,004		65,370
Expenditure:-  Pre-liquidation costs (£5,000 + VAT)  Bond fees  Statutory Adverts  Disbursements  Professional fees re tax advice  Liquidator's fees  VAT on Liquidator's fees  Online access fee		0 0 0 10,362 18,000 3,600 12	•	
		31,974		53,209
Balance		8,030 =====		12,161
Balance is made up as follows:-				
Balance at bank				12,161 =====

# Note 1

Investment Funds, yet to be realised, are currently valued at £162,000.

The SOA amount of £304,000 was erroneously overstated by £90,000, as these funds were realised preliquidation.

Appendix B

Time Analysis for the period 6<sup>th</sup> March 2019 to 5<sup>th</sup> March 2020

	Partner	Manager	Admin Staff	Cashier	Total
Administration & Planning Realisation of assets Creditors	4.00 0.50	5.25 1.58	6.50 0.08	1.50	17.25 2.16
Investigations Special matters re HMRC	2.59	2.09	0.08		0.08 4.68
Total hours	7.09	8.92	6.66	1.50	24.17
Total costs £	2,854.17	2,497.92	921.28	168.34	6,441.71
Average rate £ per hour	402.56	280.00	138.33	112.23	266.52

# Cumulative Time Analysis for the period 6th March 2017 to 5th March 2020

	Partner	Manager	Admin Staff	Cashier	Total
Administration & Planning Realisation of assets Creditors Investigations	13.41 0.50 1.50 3.83	13.25 1.58 0.67	28.00 0.08 0.75 0.92	3.58	58.24 2.16 2.92 4.75
Special matters re HMRC	29.67	2.09	0.02		31.76
Total hours	48.91	17.59	29.75	3.58	99.83
Total costs £	18,640.41	4,558.74	3,698.32	372.51	27,269.98
Average rate £ per hour	381.12	259.17	124.31	104.05	273.16

				UNITY PLUS LIMITED		Ŧ.	Fee Estimate	£35,424.98		-			·	
	Hours	Hours Total Cost   Per Hour (£)	r Hour (£)											
Admin & Planning		- 00 000		-		•				٠			Details of Known Assets	
Manager	7 4	120.00	280.00							-			Accel Type	FTR Value (F)
Administrator		£1,120,00	140.00	Existing Costs				1	-	٠		-		
Support		£0.00	90.06			-		!	•				Balance at Bank	12,161
Cashier	1	£115.00	115.00	•		-		·					Financial investment	162,000
_	15	£3,175.00	211.67		Partner	Manager	Administrator	Support	Cashier	Total Hours	Time Cost (£)	Average Rate	(valuation as at 31.12.19)	
				Admin & Planning	13,41	13.25	28.00		3.58	58.24	12,146.67			
				Investigations	3.83		0.92			4 75	1,352.50			174,161
Investigations				Realisations of assets	0.50	1.58	0.08			2.16	636.25			
Partner		£0.00	410.00	Creditors	1.50	29.0	0.75			2.92	772.49			
Manager	:	€0.00	280.00	Specific issues	29.67	2.09				31.76	12,362.07			
Administrator		£0.00	140.00	Total Hours	48.91	17.59	29.75	00.0	3.58	99.83				
Support		€0.00	90.00	Total Fees	£18,640.41	£4,558.74	£3,698.32		£372.51	-	627,269.98	•		
Cashier	, ,	€0.00	115.00	Average hourly rate	381.12	259.17	124.31		104.05		273.16			
	0	0					•		-					
		· ;	· +	! :		. i	:			-+	-	٠		
				-				-	!					
Realisation of assets		٠	i	Future Est. Costs		i	-		i	_ +			-	
Partner	1	£410.00	410.00					:	-	-				
Manager	1	£280.00	280.00		Partner	Manager	Administrator	Support	Cashler	Total Hours	Time Cost (£)	Average Rate		
Administrator	i	£0.00	140.00	Admin & Planning	2.00	4.00	8:00	0.00	1.00	15.00	3,175.00	211.67		
Support	 	£0.00.	90.00	Investigations	000	0.00	000	0.00	00:00	0.00	00.00			
Cashier		£0.00	115.00	Realisations of assets	1.00	1.00	00:00	00'0	0.00	2.00	90.00	345.00		_
	2	£690.00	345.00	Creditors	1,00	2.00	5.00	0.00	0.00	8.00	1,670.00	208.75		116.000
		. 1	į	Specific Issues	4.00	3.00	1.00	0.00	0.00	8.00	2,520.00	327.50	Partner Signature	depurence
				Total Hours	8.00	10.00	14.00	00:0	1.00	33.00	,	-		
Creditors		-		Total Fees	£3,280.00	£2,800.00	£1,960.00	£0.00	£115.00		£8,155.00		-	
Partner	·	£410.00	410.00	Average hourly rate	410.00	280.00	140.00		115.00	•	247.12		Date:	16:5:60
Manager	7	£260.00	280.00	+				-	٠					
Administrator	N <sup>†</sup>	£700.00	140.00		_		,	<del>-</del> i	٠		•	•		
Support		8 8	80.8	:		1					-			
	œ	61 670 00	208 75	Total Est Costs						•		•		
-	o`	00.000,11	-	1000				• -	;	į	!		_	
-					Partner	Manager	Administrator	Support	Cashier	Total Hours	Time Cost (£)	Average Rate		
Specificissues		. !	<b>-</b> i	Admin & Planning	1541	17.25	36.00	0.00	4.58	73.24	15,321.67	209.20		
Partner	4	£1,640.00	410.00	Investigations	3.83	0.00	0.92	0.00	00:00	4.75	1,352.50	284.74		-
Manager	m	£840.00	280.00	Realisations of assets	1.50	2.58	0.08	0.00	00.00	4.16	1,326.25	318.81	,	
Administrator	· -	£140.00	140.00	Creditors	2.50	2.67	5.75	0.00	000	10.92	2,442.49	223.67		
Support		£0.00	90.06	Specific issues	33.67	5.09	1.00	0.00	0.00	39.76	14,982.07	376 81		
Cashier		£0.00	115.00	Total Hours	16.93	27.59	43.75	0.00	4.58	132.83				-
	<b>c</b> o	£2,620.00	327.50	Total Fees	£21,920.41	£7,358.74	£5,658.32	E0:00	£487.51	,	£35,424.98			
				Average hourly rate	385.18	266.72	129.33		106.44		266.69		-	

#### Appendix D

#### Additional Information in Relation to the Liquidator's Fees, Expenses & Disbursements

#### 1. Staff Allocation and the Use of Sub-Contractors

- 1.1 The general approach to resourcing our assignments is to allocate staff with the skills and experience to meet the specific requirements of the case.
- 1.2 The constitution of the case team will usually consist of a Partner, a Manager, and an Administrator or Assistant. The exact constitution of the case team will depend on the anticipated size and complexity of the assignment and the experience requirements of the assignment.
- 1.3 We are not proposing to utilise the services of any sub-contractors in this case.

#### 2. Professional Advisors

2.1 On this assignment we have used the professional advisors listed below. We have also indicated alongside, the basis of our fee arrangement with them, which is subject to review on a regular basis.

Moore Stephens (company's accountants)	Hourly rate and disbursements
Mitten Clarke (directors' accountants and tax advisors)	Hourly rate and disbursements

Our choice was based on our perception of their experience and ability to perform this type of work, the complexity and nature of the assignment and the basis of our fee arrangement with them.

#### 3. Liquidator's Expenses & Disbursements

3.1 The estimate of expenses (including disbursements) which were anticipated at the outset of the liquidation was provided to creditors when the basis of my fees was originally approved, a copy of which is set out below:

Statutory advertising	500
Specific penalty bond	1,040
Category 2 disbursements charged by the firm:	
Postage, Stationary etc	228
Business mileage	53
	· · · · · · · · · · · · · · · · · · ·

#### **Current position of Liquidator's expenses**

3.2 An analysis of the expenses paid to the date of this report, together with those incurred but not paid at the date of this report is provided below:

· · · · · · · · · · · · · · · · ·			\$ \$ 1.00 m	
Professional fees	7,428	10,362	2,000	19,790
Specific penalty bond	1,040			1,040
Statutory advertising	396			396
Courier fee	78			78
Online access fee	12	12		24
Category 2 disbursements				
Postage, printing etc	228			228
Business mileage	53			53

- 3.3 Category 1 disbursements do not require approval by creditors. The type of disbursements that may be charged as a Category 1 disbursement to a case generally comprise of external supplies of incidental services specifically identifiable to the case, such as postage, case advertising, invoiced travel and external printing, room hire and document storage. Also chargeable will be any properly reimbursed expenses incurred by personnel in connection with the case. These disbursements are included in the tables of expenses above.
- 3.4 Category 2 disbursements do require approval from creditors. These are costs which are directly referable to the appointment in question but are not payments which are made to an independent third party and may include shared or allocated costs that can be allocated to the appointment on a proper and reasonable basis such as internal room hire, document storage or business mileage. Details of Category 2 disbursements charged by this firm (where appropriate) were provided at the time the Liquidator's fees were approved by creditors. Any Category 2 disbursements incurred are specifically highlighted in the tables of expenses above.

#### 4. Charge-Out Rates

4.1 Crossfields' current charge-out rates effective from 29 July 2019 are detailed below. Please note this firm records its time in minimum units of 5 minutes.

Partner	£410 per hour
Manager	£280 per hour
Administrator	£140 per hour
Cashier	£115 per hour
Secretarial	£ 90 per hour
Support Staff	£ 90 per hour
Specialised Services	£240 per hour

# **Privacy Notice**

# Use of personal information

We process personal information to enable us to carry out our work as insolvency practitioners which includes processing data that was held by companies/individuals before our appointment together with data collected during an insolvency procedure or a fixed charge receivership. Our legal obligation to process personal data arises from work we are required to carry out under insolvency and other related legislation.

Insolvency practitioners are Data Controllers of personal data in so far as defined by data protection legislation. Crossfields Insolvency will act as Data Processor on their instructions about personal data in relation to an insolvency procedure or fixed charge receivership.

Personal data will be kept secure and processed only for matters relating to the insolvency procedure being dealt with.

## The data we may process

The personal data insolvency practitioners may process in most cases will be basic details that may identify an individual and will typically be sufficient to allow us to carry out our work as insolvency practitioners, for example, dealing with the claims of individuals who are owed monies by the companies/individuals over whom we have been appointed.

However, insolvency practitioners may be appointed over entities that process personal data that is considered more sensitive, for example health records and this sensitive data will usually have been created before our appointment. Although we will take appropriate steps to safeguard sensitive data (or to destroy it where it is appropriate to do so), subject to limited exceptions, for example, where we identify previous conduct and/or action that requires further investigation, we will not be processing sensitive data.

# **Sharing information**

We may share personal data with third parties where we are under a legal or regulatory duty to do so, or it is necessary for the purposes of undertaking our work as insolvency practitioners. We may also share personal data to lawfully assist the police or other law enforcement agencies with the prevention and detection of crime, where disclosure is necessary to protect the safety or security of any persons and/or otherwise as permitted by the law.

#### How long will we hold it?

Personal data will be retained for as long as any legislative or regulatory requirement requires us to hold it. Typically, this may be up to 6 years after which it will be destroyed.

#### What are your rights?

You have the right to receive the information contained in this document about how your personal data may be processed by us.

You also have the right to know that we may be processing your personal data and, in most circumstances, to have information about the personal data of yours that we hold, and you can ask for certain other details such as what purpose we may process your data for and how long we will hold it.

Individuals have the right to request that incorrect or incomplete data is corrected and in certain circumstances, you may request that we erase any personal data on you which may be held or processed as part of our work as insolvency practitioners. If you have any complaints about how we handle your personal data, please contact Mrs Bullock at <a href="mailto:insolvency@crossfieldsltd.co.uk">insolvency@crossfieldsltd.co.uk</a> so we can resolve the issue, where possible. You also have the right to lodge a complaint about any use of your information with the Information Commissioners Office (ICO), the UK data protection regulator.