

WU07

Notice of progress report in a winding-up by the court



Companies House

For further information, please
refer to our guidance at
www.gov.uk/companieshouse

1 Company details

Company number 0 9 1 9 7 9 3 6

Company name in full Countyline Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Mark

Surname Phillips

3 Liquidator's address

Building name/number Unit 1 First Floor

Street Brook Business Centre

Post town Cowley Mill Road

County/Region Uxbridge

Postcode U B 8 2 F X

Country

4 Liquidator's name ①

Full forename(s)

Surname

① Other liquidator

Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number

Street

Post town

County/Region

Postcode

Country

② Other liquidator

Use this section to tell us about
another liquidator.

WU07

Notice of progress report in a winding-up by the court

6 Period of progress report

From date	^d <div>2</div>	^d <div>4</div>	^m <div>0</div>	^m <div>8</div>	^y <div>2</div>	^y <div>0</div>	^y <div>2</div>	^y <div>1</div>
To date	^d <div>2</div>	^d <div>3</div>	^m <div>0</div>	^m <div>8</div>	^y <div>2</div>	^y <div>0</div>	^y <div>2</div>	^y <div>2</div>

7 Progress report


☒ The progress report is attached

8 Sign and date

Liquidator's signature

Signature

X



X

Signature date

^d <div>3</div>	^d <div>0</div>	^m <div>0</div>	^m <div>8</div>	^y <div>2</div>	^y <div>0</div>	^y <div>2</div>	^y <div>2</div>
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**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 **Alison Groves**

Company name **SKSi**

Address **Unit 1, First Floor, Brook Business Centre,
Cowley Mill Road**

Post town **Uxbridge**

County/Region

Postcode **U B 8 2 F X**

Country

DX

Telephone **0204 548 1000**

**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

Countyline Limited
(In Liquidation)
Liquidator's Summary of Receipts & Payments

Statement of Affairs £	From 24/08/2021 To 23/08/2022 £	From 24/08/2018 To 23/08/2022 £
ASSET REALISATIONS		
Cash at Bank	NIL	6,187.55
	NIL	6,187.55
COST OF REALISATIONS		
Bank Charges	88.00	352.00
Petitioners Deposit	NIL	(1,600.00)
	(88.00)	1,248.00
	(88.00)	7,435.55
REPRESENTED BY ISA NIB		7,435.55
		7,435.55



**Countyline Limited
In Compulsory Liquidation
In The Liverpool District Registry Number 2018-660 Of 2018**

**Liquidator's Progress Report to Creditors and Members
Pursuant to Section 104a
of the Insolvency Act 1986**

And

**Rules 18.3 And 18.4
of the Insolvency Rules 2016**

For the Period from 24 August 2021 to 23 August 2022

Issued on: 23 September 2022

Delivered on: 26 September 2022

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 - II. Crown Creditors
6. Dividends
7. Investigation into affairs of the Company
8. Liquidator's Remuneration
9. Liquidator's Expenses
10. Summary

APPENDICES

- a) Statutory Information;
- b) Receipts and Payments Account;
- c) Schedule of Liquidator's Time Costs
- d) A description of the routine work undertaken since last report;
- e) Further Information.

1. INTRODUCTION

- 1.1 Julie Swan and Mark Phillips formerly of SKSi Limited were appointed Joint Liquidators of the Company on 24 August 2018 by the Secretary of State following a Winding Up Order made on 13 August 2018.
- 1.2 Julie Swan has resigned as Liquidator following her retirement from SKSi on 16 June 2022. I am continuing to manage the administration of the Liquidation.
- 1.3 I now report pursuant to Section 104A of the Insolvency Act 1986, following the fourth anniversary of my appointment as Liquidator. This report should be read in conjunction with our previous progress reports.

2. JOINT LIQUIDATORS' ACTIONS SINCE LAST REPORT

- 2.1 In the period since our last Report, we have continued to liaise with our solicitors. The solicitor dealing has left the firm of Hillyer McKeown but has taken the case with him to Arch Law with no duplication of work.
- 2.2 We have identified what we believe may be potential claims against third parties and our solicitor is assisting us in consideration of those claims and, if so advised, pursuit of the same.
- 2.3 We still await information from HMRC and continue to seek that. We also await further information from the Company's bank. This information, once received, may assist us in identifying additional, potential third-party claims.
- 2.4 If we are to pursue third party claims, we will need to ensure that there is a real prospect of enforcement of any judgment and our solicitors will also advise upon this aspect.
- 2.5 There is certain work that I am required by the insolvency legislation to undertake in connection with the liquidation that provides no financial benefit for the creditors. A description of the routine work undertaken since my last progress report is contained in Appendix D.

3. RECEIPTS AND PAYMENTS ACCOUNT

- 3.1 Our Receipts & Payments Account for the period from 24 August 2021 to 23 August 2022, together with a cumulative account from the date of our appointment is attached at Appendix B.
- 3.2 The balance of funds is held in an interest-bearing account at the Insolvency Services Account.

4. ASSETS

- 4.1 No assets were realised during the reporting period.

5. LIABILITIES

Secured Creditors

- 5.1 An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company has no current charges over its assets.
- 5.2 Insolvency legislation requires that if the Company has created a floating charge after 15 September 2003, a prescribed part of the Company's net property (i.e. the money that would otherwise be available to the charge holder) should be ring-fenced for distribution to unsecured creditors.
- 5.3 The "prescribed part" that the Liquidator has to set aside for unsecured creditors is:
- 50% of the first £10,000 of the net property; and
 - 20% of the remaining net property
- up to a maximum of £600,000.
- 5.4 As there are no charges registered over the assets of the Company, the prescribed part provisions do not apply.

Preferential Creditors

- 5.5 There are no preferential creditors.

Unsecured Creditors

I. Trade & Expense Creditors

- 5.6 The Statement of Affairs included 4 non-preferential unsecured creditors with an estimated total liability of £100,332.79. To date, we have received claims totalling £655,172.14 from 25 creditors.

II Crown Creditors

- 5.7 The Statement of Affairs did not include any liability to HM Revenue & Customs ("HMRC").
- 5.8 Subsequently, HMRC's claim of £7,784.00 has been received.

6. DIVIDENDS

Secured creditors

- 6.1 There are no secured creditors as per section 5 above.

Preferential creditors

- 6.2 There are no preferential creditors as per section 5 above.

Unsecured creditors

- 6.3 It is still uncertain whether any dividend will be paid to unsecured creditors as the position is wholly dependent upon asset realisations. Further information will be provided in subsequent reports.

7 INVESTIGATION INTO THE AFFAIRS OF THE COMPANY

- 7.1 We undertook an initial investigation into the Company's affairs to establish whether there were any potential asset recoveries or conduct matters that justified further investigation, taking account of the public interest, potential recoveries, the funds likely to be available to fund an investigation, and the costs involved.
- 2.6 We continue to work with our solicitors. There appear to be a number of potential third party claims available to the Liquidator but we await further information, the advice of our solicitor and identification of any assets of those potential third parties before decisions whether to proceed can be made.

8 LIQUIDATOR'S REMUNERATION

- 8.1 Our remuneration was approved, by creditors on a time costs basis based on a fees' estimate of £91,605 by way of a correspondence voting process on 12 February 2020. The fees' estimate acts as a cap and we cannot draw remuneration in excess of that estimate without first seeking approval from the creditors.
- 8.1 During the period from 24 August 2021 to 23 August 2022, time incurred by the Liquidator and our staff totalled £ 5,627.50, representing 31.30 of hours work at an average charge out rate of £179.79 per hour across all grades of staff.
- 8.2 During the cumulative period of the liquidation from 24 August 2018 to 23 August 2022, time incurred by the Liquidator and our staff totalled £56,085.50, representing 235.30 of hours work at an average charge out rate of £238.15 per hour across all grades of staff.
- 8.3 To date, £6,000 has been drawn on account of these costs. Nothing has been drawn during the reporting period.
- 8.3 A detailed schedule of the time spent by the grades of staff allocated to the Liquidation and investigation of this matter, together with the appropriate charge out rate and resulting cost, is detailed at Appendix C, in accordance with Statement of Insolvency Practice No 9. ("Sip 9")
- 8.4 A description of the general routine work undertaken in the Liquidation is also attached at Appendix D.
- 8.5 SKSi Practice Fee Recovery Policy can be found at <https://www.sksi.co.uk/practice-fee-recovery-policy>.

9 LIQUIDATOR'S EXPENSES

- 9.1 As summarised in the table below, we have incurred total expenses of £97.45 since our appointment as Liquidators, none of which was incurred in the period reported upon.

Type of Expense	Amount incurred (£)	Amount Paid (£)	Amount Outstanding (£)
Statutory Advertisement	77.45	Nil	77.45
Statutory Bond	20.00	Nil	20.00
TOTAL	97.45	Nil	97.45

- 9.2 We not been able to draw any expenses in this matter.
- 9.3 We have used the following agents or professional advisors in the reporting period:

Professional Advisor	Nature of Work	Basis of Fees
Hillyer McKeown	Solicitors	Time costs, conditional fee basis
Arch Law	Solicitors	Time costs, conditional fee basis

- 9.4 To date, nothing has been paid to Hillyer McKeown or Arch Law in respect of these costs.
- 9.5 The choice of professionals used 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. We will review any fees charged in order to satisfy ourselves that they are reasonable in the circumstances of this case.

10. SUMMARY

- 10.1 The Liquidation will remain open until investigation are complete, any claims identified and resolved. I estimate that this will take approximately 12 months and once resolved the Liquidation will be finalised and my files will be closed.
- 10.2 Creditors should refer to the Appendix F for further information with regards to the report and general information.
- 10.3 If creditors have any queries regarding the conduct of the Liquidation, or if they want hard copies of any of the documents made available on-line, they should contact Alison Groves by email at alison.groves@sksi.co.uk, or by phone on 0204 548 1000.


Mark Phillips
Liquidator

APPENDIX A

STATUTORY INFORMATION

Company Name: Countyline Limited

Previous Name: N/A

Registered Number: 09197936

Date of Incorporation: 1 September 2014

Principal Trading Activity: 43342 - Glazing
96090 - Other service activities not elsewhere classified

Registered Office: Unit 1, First Floor, Brook Business Centre, Cowley Mill Road, Uxbridge, UB8 2FX

Former Registered Office: 4b Belmont Buildings, High Street, Crowborough West Sussex, TN6 2QB

Trading Address: 4b Belmont Buildings, High Street, Crowborough West Sussex, TN6 2QB

Directorships (previous 3 years):

Paul Davies	4 January 2017	In office

Share Capital:

1 ordinary shares of £1 each composed of 1 'A' Ordinary Shares.

Paul Davies	1	100%

Charges:

None	None	None

Liquidator:

Mark Phillips

Liquidator's Address:

SKSi Unit 1, First Floor, Brook Business Centre, Cowley Mill Road, Uxbridge, UB8 2FX

Date of Appointment:

24 August 2018

Actions of Joint Liquidators'

Any act required or authorised under any enactment to be done by a Liquidator may be done by either or both Liquidators acting jointly or alone.

APPENDIX B

**RECEIPTS AND PAYMENTS ACCOUNTS
FOR THE PERIOD FROM 24 AUGUST 2021 TO 23 AUGUST 2022**

Countyline Limited
(In Liquidation)
LIQUIDATOR'S RECEIPTS AND PAYMENTS ACCOUNT

	Statement of affairs £	From 24/08/2021 To 23/08/2022 £	From 24/08/2018 To 23/08/2022 £
RECEIPTS			
Cash at Bank		0.00	6,187.55
Petitioners Deposit		0.00	1,600.00
		<u>0.00</u>	<u>7,787.55</u>
PAYMENTS			
Company Liquidation Administration Fee		0.00	5,000.00
O.R. Remuneration		0.00	6,000.00
Bank Charges		88.00	352.00
		<u>88.00</u>	<u>11,352.00</u>
Net Receipts/(Payments)		<u>(88.00)</u>	<u>(3,564.45)</u>
MADE UP AS FOLLOWS			
ISA NIB		(88.00)	(3,564.45)
		<u>(88.00)</u>	<u>(3,564.45)</u>

APPENDIX C

**SCHEDULE OF JOINT LIQUIDATORS' TIME COSTS
FOR THE PERIOD FROM 24 AUGUST 2021 TO 23 AUGUST 2022**

Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited
From: 24/08/2021 To: 23/08/2022
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Junior Administrator	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP1 (NEW) : Case Planning & Strategy	0.00	0.00	0.00	0.20	0.00	2.60	2.80	739.00	263.93
AP2 (NEW) : Maintenance of Records	0.00	0.00	0.00	1.70	0.00	0.00	1.70	204.00	120.00
AP3 (NEW) : Case Monitoring	0.50	0.00	0.30	2.30	0.00	1.20	4.30	901.00	209.53
AP4 (NEW) : Statutory Duties	1.00	0.00	0.00	8.40	0.00	1.60	11.00	1,948.00	177.09
AP5 (NEW) : Cashiering	0.00	0.00	0.00	3.30	0.00	0.00	3.30	340.00	103.03
AP6 (NEW) : Tax Returns	0.00	0.00	0.00	1.80	0.00	0.20	2.00	271.00	135.50
Administration & Planning	1.50	0.00	0.30	17.70	0.00	5.60	25.10	4,403.00	175.42
CR3 (NEW) : Correspondence with Creditors	0.00	0.00	0.00	0.20	0.00	0.80	1.00	244.00	244.00
Creditors	0.00	0.00	0.00	0.20	0.00	0.80	1.00	244.00	244.00
I1 (NEW) : SIP 2 Review	0.00	0.00	0.00	1.40	0.00	0.00	1.40	168.00	120.00
I2 (NEW) : CDDA Report	0.00	0.00	0.00	0.60	0.00	0.00	0.60	72.00	120.00
Investigations	0.00	0.00	0.00	2.00	0.00	0.00	2.00	240.00	120.00
RA4 (NEW) : General/Free Assets Realisations	0.00	0.00	0.00	0.90	0.00	0.00	0.90	108.00	120.00
RA5 (NEW) : Identify, Insure, Securing Assets	0.00	0.00	0.00	0.00	0.00	0.30	0.30	82.50	275.00
RA7 (NEW) : Litigation	0.00	0.00	0.00	0.00	0.00	2.00	2.00	550.00	275.00
Realisation of Assets	0.00	0.00	0.00	0.90	0.00	2.30	3.20	740.50	231.41
Total Hours	1.50	0.00	0.30	20.80	0.00	8.70	31.30	5,627.50	179.79
Total Fees Claimed								0.00	

Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited
From: 24/08/2021 To: 23/08/2022
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Fees Claimed							0.00	

Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited
From: 24/08/2018 To: 23/08/2022
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Junior Administrator	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP1 (NEW) : Case Planning & Strategy	0.00	0.00	0.00	1.80	0.00	7.60	9.40	2,306.00	245.32
AP2 (NEW) : Maintenance of Records	0.00	0.00	0.00	1.70	0.00	0.00	1.70	204.00	120.00
AP3 (NEW) : Case Monitoring	0.50	0.00	0.30	2.50	0.00	1.20	4.50	925.00	205.56
AP4 (NEW) : Statutory Duties	1.00	0.00	0.00	8.40	0.00	1.60	11.00	1,948.00	177.09
AP5 (NEW) : Cashiering	0.00	0.00	0.00	5.90	0.00	0.00	5.90	616.00	104.41
AP6 (NEW) : Tax Returns	0.00	0.00	0.00	1.80	0.00	0.20	2.00	271.00	135.50
Administration & Planning	1.50	0.00	0.30	22.10	0.00	10.60	34.50	6,270.00	181.74
CR3 (NEW) : Correspondence with Creditors	0.00	0.00	0.00	0.20	0.00	1.10	1.30	326.50	251.15
Creditors	0.00	0.00	0.00	0.20	0.00	1.10	1.30	326.50	251.15
I1 (NEW) : SIP 2 Review	0.00	0.00	0.00	1.40	0.00	0.00	1.40	168.00	120.00
I2 (NEW) : CDDA Report	0.00	0.00	0.00	0.60	0.00	0.00	0.60	72.00	120.00
Investigations	0.00	0.00	0.00	2.00	0.00	0.00	2.00	240.00	120.00
RA4 (NEW) : General/Free Assets Realisations	0.00	0.00	0.00	0.90	0.00	0.00	0.90	108.00	120.00
RA5 (NEW) : Identify, Insure, Securing Assets	0.00	0.00	0.00	0.00	0.00	0.30	0.30	82.50	275.00
RA7 (NEW) : Litigation	0.00	0.00	0.00	0.00	0.00	7.20	7.20	1,980.00	275.00
Realisation of Assets	0.00	0.00	0.00	0.90	0.00	7.50	8.40	2,170.50	258.39
Total Hours	1.50	0.00	0.30	25.20	0.00	19.20	46.20	9,007.00	194.96
Total Fees Claimed								0.00	

Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited
From: 24/08/2018 To: 23/08/2022
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP1 (NEW) : Case Planning & Strategy	2.30	0.00	10.30	0.00	0.00	12.60	3,697.50	293.45
AP2 (NEW) : Maintenance of Records	0.00	0.00	2.10	0.00	0.00	2.10	285.00	135.71
AP3 (NEW) : Case Monitoring	0.60	0.00	6.30	0.00	0.00	6.90	1,549.00	224.49
AP4 (NEW) : Statutory Duties	0.90	0.60	22.10	0.30	0.00	23.90	6,645.00	278.03
AP5 (NEW) : Cashiering	0.90	0.30	1.50	0.70	0.00	3.40	1,030.50	303.09
AP6 (NEW) : Tax Returns	0.00	0.00	2.70	0.00	0.00	2.70	457.00	169.26
Administration & planning	4.70	0.90	45.00	1.00	0.00	51.60	13,664.00	264.81
C : creditors	0.00	0.00	4.60	0.00	0.00	4.60	810.50	176.20
CR3 (NEW) : Unsecured Creditors	0.00	0.10	11.30	0.00	0.00	11.40	2,969.00	260.44
Creditors	0.00	0.10	15.90	0.00	0.00	16.00	3,779.50	236.22
I : Investigations	0.20	0.00	14.50	0.00	0.00	14.70	4,070.50	276.90
I1 (NEW) : SIP 2 Review	0.10	0.40	36.90	0.00	0.00	37.40	5,713.50	152.77
I2 (NEW) : CDDA Report	0.00	0.00	0.60	0.00	0.00	0.60	108.00	180.00
Investigations	0.30	0.40	52.00	0.00	0.00	52.70	9,892.00	187.70
RA6 (NEW) : Identify, Insure, Securing Assets	0.00	0.00	2.50	0.00	0.00	2.50	712.50	285.00
RA7 (NEW) : Antecedent Recoveries	2.50	13.90	49.50	0.00	0.00	65.90	18,954.50	287.63
Realisations of assets	2.50	13.90	52.00	0.00	0.00	68.40	19,667.00	287.53
J : Statutory Duties - Inc D Reports / Final Reports	0.00	0.00	0.40	0.00	0.00	0.40	76.00	190.00
Statutory Duties	0.00	0.00	0.40	0.00	0.00	0.40	76.00	190.00
Total Hours	7.50	15.30	165.30	1.00	0.00	189.10	47,078.50	248.96
Total Fees Claimed							0.00	

APPENDIX D

A DESCRIPTION OF ROUTINE WORK UNDERTAKEN SINCE LAST REPORT

1. Administration

- Dealing with all routine correspondence and emails relating to the case.
- Maintaining and managing the office holder's estate bank account.
- Maintaining and managing the office holder's cashbook.
- Undertaking regular bank reconciliations of the bank account containing estate funds.
- Reviewing the adequacy of the specific penalty bond on a quarterly basis.
- Undertaking periodic reviews of the progress of the case.
- Overseeing and controlling the work done on the case by case administrators.
- Preparing, reviewing and issuing an annual progress report to creditors and members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

2. Creditors

- Dealing with creditor correspondence, emails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.

3. Investigations and Realisations

- Instruction of solicitors and discussion with the same to consider potential third party claims
- Investigations into the Company's Tax and VAT records and request for further particulars
- Consideration of the Company's bank records and requests for further information
- Ongoing investigations into third parties and potential assets

APPENDIX F

FURTHER INFORMATION

Creditors Rights

1. Further information about creditors' rights can be obtained by visiting the creditors' information micro-site published by the Association of Business Recovery Professionals (R3) at <https://www.r3.org.uk/technical-library/england-wales/technical-guidance/creditor-guides>
2. Details about how an office holder's fees may be approved for each case type are available in a series of Guidance Notes issued with Statement of Insolvency Practice 9, and they can be accessed at <https://www.sksi.co.uk/links-eng-creditors>
3. There are different versions of these Guidance Notes, and in this case please refer to the Creditors Guide to Liquidators Fees Effective from 1 April 2021.
4. In addition, SKSi Practice Fee Recovery Policy can be found at: <https://www.sksi.co.uk/practice-fee-recovery-policy>.
5. 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 Liquidators' remuneration and expenses, within 21 days of receipt of this report. Any secured creditor may request the same details in the same time limit.
6. 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 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.

Complaints Procedure

1. At SKSi we always strive to provide a professional and efficient service, however we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. If you should have cause to complain about the way that we are acting, you should, in the first instance, put details of your complaint in writing to our complaints officer Frederick Satow of SKSi, Unit 1, First Floor, Brook Business Centre, Cowley Mill Road, Uxbridge, UB8 2FX. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.
2. Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service,
3. IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA; or you may email ip.complaints@insolvency.gov.uk; or you may phone 0300 678 0015 - calls are

charged at between 1p and 10.5p per minute from a land line, for mobiles, between 12p and 41p per minute if you're calling from the UK.

Data Protection

4. Following the UK's exit from the EU, the UK is now subject to UK GDPR which sits alongside the Data Protection Act 2018 ("GDPR"), and I would like to draw your attention to the following:
5. In providing our services, we act as an independent data controller in relation to client personal data, i.e. we are an organization who decides the purpose for which any personal data is to be processed and the way in which it is to be processed. The term 'personal data' means any information relating to a living individual, natural person (data subject).
6. SKSi is committed to compliance with GDPR, together with any applicable national laws, regulations and secondary legislation in the UK relating to the processing of personal data.
7. We rely upon our legitimate interest in processing your data in ways which you would reasonably expect, where processing is necessary in our insolvency appointments and where our interests do not affect your interests, rights or freedoms. We are committed to safeguarding the privacy and security of any personal data which we process for this reason.
8. For further information on how we deal with personal data please see our privacy policy which can be found here: [**https://sksi.co.uk/privacy-policy**](https://sksi.co.uk/privacy-policy)
9. Should creditors have any queries regarding the use of their personal data please contact us on 0204 548 1000 or via email at alison.groves@sksi.co.uk

General Information

10. To comply with the Provision of Services Regulations, some general information about SKSi, including about our complaints policy and Professional Indemnity Insurance and the Insolvency Code of Ethics, can be found at [https://www.sksi.co.uk/terms-and-conditions.](https://www.sksi.co.uk/terms-and-conditions)