

# LIQ03

## Notice of progress report in voluntary winding up



Companies House

For further information, please  
refer to our guidance at  
[www.gov.uk/companieshouse](http://www.gov.uk/companieshouse)

### 1 Company details

Company number 0 9 2 1 4 6 6 1  
Company name in full Caerphilly Training Solutions Limited

**Filling in this form**  
Please complete in typescript or in  
bold black capitals.

### 2 Liquidator's name

Full forename(s) Rob  
Surname Coad

### 3 Liquidator's address

Building name/number Orchard St Business Centre  
Street 13-14 Orchard Street  
Post town Bristol  
County/Region  
Postcode B S 1 5 E H  
Country United Kingdom

### 4 Liquidator's name

Full forename(s)  
Surname

**Other liquidator**  
Use this section to tell us about  
another liquidator.

### 5 Liquidator's address

Building name/number  
Street  
Post town  
County/Region  
Postcode  
Country

**Other liquidator**  
Use this section to tell us about  
another liquidator.

# LIQ03

## Notice of progress report in voluntary winding up

### 6 Period of progress report

From date	0	9	0	2	2	0	2	2
To date	0	8	0	2	2	0	2	3

### 7 Progress report

☒ The progress report is attached

### 8 Sign and date

Liquidator's signature Signature X X

09 03 2023

d m y y

# 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.

Rob Coad

Undebt.co.uk

Orchard St Business Centre

13-14 Orchard Street

Bristol

Postcode

B

S

1

5

E

H

United Kingdom

DX

0117 376 3523



### 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](http://www.gov.uk/companieshouse) or email [enquiries@companieshouse.gov.uk](mailto: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](http://www.gov.uk/companieshouse)

**ANNUAL PROGRESS REPORT**

**CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION**

# ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

## Content

- Executive Summary
- Death of Joint Liquidator
- Administration and Planning
- Enquiries and Investigations
- Realisation of Assets
- Creditors
- Ethics
- Fees and Expenses
- Creditors' Rights
- General Data Protection Regulations ("GDPR")
- Conclusion

## Appendices

- Appendix I - Statutory Information
- Appendix II – Receipts and Payments account for the period 9 February 2022 to 8 February 2023.
- Appendix III - Time cost information for period 9 February 2022 to 8 February 2023.
- Appendix IV - Detailed list of work undertaken
- Appendix V – General Data Protection Regulation information

ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS'  
VOLUNTARY LIQUIDATION

**EXECUTIVE SUMMARY**

A summary of key information in this report is detailed below.

**Assets**

<b>Asset</b>	<b>Estimated realise Statement Affairs</b>	<b>to per of</b>	<b>Realisations to date</b>	<b>Anticipated future realisations</b>	<b>Total anticipated realisations</b>
Motor Vehicles	1,850.00		1,710.00	0.00	1,710.00
Book Debts	2,378.00		2,325.21	0.00	2,325.21
Cash at Bank	2,300.00		0.00	0.00	0.00
Furniture & Equipment	3,000.00		2,687.00	0.00	2,687.00
Sundry	0.00		118.80	0.00	118.80
Cash in Client Account	9,000.00		11,264.52	0.00	11,264.52
<b>Total</b>	<b>18,528.00</b>		<b>18,105.53</b>	<b>0.00</b>	<b>18,105.53</b>

**Expenses**

<b>Expense</b>	<b>Amount fees expenses estimates</b>	<b>per and</b>	<b>Expense incurred to date</b>	<b>Anticipated further expense to closure</b>	<b>Total anticipated expense</b>
Liquidator's fees	17,377.50		14,806.00	2,571.50	17,377.50
Insolvency Notices	5.00		5.00	0.00	5.00
Agents' fees	485.00		2,687.70	0.00	2,687.70
Case Management Fee	150.00		150.00	0.00	150.00
Case Management Monthly Fee	57.00		57.00	28.50	85.50
Statutory Advertising	204.60		204.60	0.00	204.60
Statutory Bordereau	40.00		80.00	0.00	80.00

**Dividend prospects**

<b>Creditor class</b>	<b>Distribution / dividend paid to date</b>	<b>Anticipated distribution / dividend, based upon the above</b>
Secured creditor	n/a	n/a
Preferential creditors	0	0
Secondary Preferential creditors	0	0
Unsecured creditors	0	0

**Summary of key issues outstanding**

- Reclaiming VAT

**Closure**

Based on current information, it is anticipated that the liquidation will be concluded within the next 6 months.

## ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

### **Death of Joint Liquidator**

Please be advised that Neil Maddocks, Joint Liquidator, passed away on 31 March 2022. The administration of this liquidation has not been affected.

### **ADMINISTRATION AND PLANNING**

#### **Statutory information**

Statutory information may be found at Appendix I.

The Liquidator is required to meet a considerable number of statutory and regulatory obligations. Whilst many of these tasks do not have a direct benefit in enhancing realisations for the insolvent estate, they assist in the efficient and compliant progressing of the administration of the case, which ensures that work is carried out to high professional standards. A detailed list of these tasks may be found in Appendix IV.

The Liquidator has met his/her statutory and regulatory duties to report to creditors, as listed below. In consideration of the need for transparency and engagement with creditors, care has been taken to ensure that reports and other communications with creditors have provided useful details of the strategies pursued and the outcomes anticipated.

During the Review Period, the following key documents have been issued:

- The initial report to creditors;
- The Remuneration report to creditors;
- This progress report.

#### **Other administration tasks**

During the Review Period, the following material tasks in this category were carried out:

- Case reviews etc.

### **ENQUIRIES AND INVESTIGATIONS**

During the Review Period, the Liquidator 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 by means of questionnaires; 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 directors provided the books and records and a completed questionnaire as well as a Statement of Affairs.

The information gleaned from this process enabled the Liquidator to meet his statutory duty to submit a confidential report on the conduct of the directors (past and present) 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 Liquidator did not identify any further assets or actions which might lead to a recovery for creditors.

## **ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION**

Although this work did not generate any financial benefit to creditors, it was necessary to meet the statutory duties as well as conduct appropriate enquiries and investigations into potential rights of actions to enhance realisations.

### **REALISATION OF ASSETS**

Detailed below is key information about asset realisation and strategy, however, more details about the work undertaken may be found at Appendix IV. The Liquidator formulated and worked through a realisation strategy that sought to maximise realisations net of costs. The financial benefit of those efforts is described further below.

#### **Cash in Client Account**

The credit balance of £11,265 was held in the Joint Liquidators' client account pending appointment. This has now been transferred to the liquidation estate.

#### **Book Debts**

Book debts were estimated to realise £2,378. Recoveries totalling £2,325 have been made. No further realisations are expected in this regard.

#### **Furniture and Equipment**

The Company held plant and equipment which was collected by Asset Management Services UK Ltd (AMS) and sold at auction. The sum of £2,688 has been received.

#### **Motor Vehicles**

The company owned three vehicles which were collected by AMS and sold at auction. The sum of £1,710 has been received.

#### **Goodwill**

The Company's accounts show goodwill with a book value of £36,000. The Company has ceased trading and no realisations are anticipated in this respect.

#### **Sundry Refund**

A sundry refund in the sum of £119 has been received. No further realisations are anticipated in this regard.

### **CREDITORS**

Irrespective of whether sufficient realisations are achieved to pay a dividend to creditors, the Liquidator has had to carry out key tasks which are detailed in the list at Appendix IV. The following sections explain the anticipated outcomes to creditors and any distributions paid.

#### **Secured creditors**

The Company has not granted any charges over its assets.

#### **Preferential creditors**

##### **Employee claims**

7 Employees were made redundant following the Joint Liquidators' appointment. Preferential claims in respect of arrears of pay and outstanding holiday pay were anticipated to total £1,382. This will be dependent upon the agreement of claims by the Redundancy Payments Service.



## **ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION**

### **Unsecured creditors**

The trade and expense creditors as per the statement of affairs totalled £148,593. To date claims totalling £138,889 have been received from 6 creditors.

£52,394 of the unsecured claims total relates to the funds that the directors personally injected into the Company.

Please be advised that proofs of debt are still being received and therefore the total value of unsecured claims is not known at present.

### **Dividend prospects**

It is not anticipated that a distribution will be made to any class of creditor.

Where a floating charge is created after 15 September 2003 a prescribed part of the company's net property shall be made available to unsecured creditors.

The Company has not granted a floating charge to any creditor after 15 September 2003 and consequently there will be no prescribed part in this Liquidation.

### **ETHICS**

Please also be advised that Liquidator is bound by the Insolvency Code of Ethics when carrying out all professional work relating to an insolvency appointment.

### **General ethical considerations**

Prior to the Liquidator's appointment, a review of ethical issues was undertaken and no ethical threats were identified. A further review has been carried out and no threats have been identified in respect of the management of the insolvency appointment over the Review Period.

### **Specialist Advice and Services**

When instructing third parties to provide specialist advice and services or having the specialist services provided by the firm, the Liquidator is obligated to ensure that such advice or work is warranted and that the advice or work contracted reflects the best value and service for the work undertaken. The firm reviews annually the specialists available to provide services within each specialist area and the cost of those services to ensure best value. The specialists chosen usually have knowledge specific to the insolvency industry and, where relevant, to matters specific to this insolvency appointment. Details of the specialists specifically chosen in this matter are detailed below.

Asset Management Services UK Ltd were instructed to collect and sell the Company's plant, equipment and vehicles.

### **FEES AND EXPENSES**

#### **Pre-Appointment Costs**

##### **Paid by Company prior to appointment**

A fixed fee of £4,500 including VAT and disbursements was agreed and paid by the Company prior to the winding-up resolution.

ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS'  
VOLUNTARY LIQUIDATION

**The Liquidator's fees**

It is the firm's practice to ensure that work is conducted by the appropriate staff member at the appropriate level of experience. Junior members of staff deal with the day-to-day administration on cases and a manager and director then oversees the work undertaken. Where the issues are complex and litigious, the work will be closely supervised or undertaken by a manager or director.

The basis of the Liquidator's fees was approved by creditors on 1 March 2022 in accordance with the following resolution:

"That a liquidation committee be established if sufficient nominations are received.

That the Joint Liquidators' fees be fixed by reference to the time given by them and their staff in attending to matters arising in the Liquidation, such time to be charged at the hourly charge out rate of the grade of staff undertaking the work at the time it was undertaken and not to exceed £17,377.50 as detailed in the Joint Liquidators Report to Creditors dated 9 February 2022.

That the Joint Liquidators be authorised to recover all Category 2 disbursements, calculated on the bases detailed in Undebt.co.uk's Summary."

The time costs for the period of appointment from 9 February 2022 to 8 February 2023 total £14,806 representing 83.6 hours at an average hourly rate of £177.11. The sum of £12,775.85 has been drawn on account of time costs incurred. The time costs for the period are detailed at Appendix III.

**Expenses**

The expenses, which include disbursements that have been incurred and not yet paid during the period are detailed below.

Expense	Incurred £	Paid £
Statutory Advertising	204.60	204.60
Case Management Fees	150.00	150.00
Insolvency Notices	5.00	0.00
Case Management Monthly Fees	57.00	33.25
Agent's/Valuer's Fees	2,687.70	2,687.70
Statutory Bordereau	80.00	0.00

The category 1 expenses paid for in the period 9 February 2022 to 8 February 2023 total £3,075.55 are detailed at Appendix II and represent payments to parties not associated with the firm, who have provided services or goods for the administration of the assignment.

No category 2 expenses have been incurred for the period 9 February 2022 to 8 February 2023.

Information about this insolvency process may be found on the R3 website at <http://www.creditorinsolvencyguide.co.uk/>.

## ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

A copy of 'A Creditors' Guide to Fees' together with the firm's charge-out rate and disbursement policy may be found at: <https://www.r3.org.uk/technical-library/england-wales/technical-guidance/fees/more/29114/page/1/guide-to-liquidators-fees/>.

A hard copy of both the Creditors' Guide and the firm's charge-out rate and disbursement policy may be obtained on written request.

### Other professional costs

#### Agents and valuers

Asset Management Services UK Limited were instructed to collect and sell the Company's plant, equipment and vehicles. The agents' fees from the date of appointment amount to £2,687.70 and have been paid in full.

### 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 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 Liquidator's 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.

### GENERAL DATA PROTECTION REGULATION ("GDPR")

GDPR requires that individuals whose data is being held be contacted and provided with information about their rights. A privacy notice is attached at Appendix V.

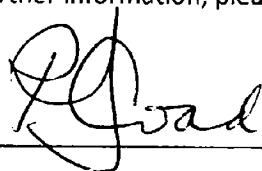
### CONCLUSION

The administration of the case will be continuing to finalise the following outstanding matters that are preventing this case from being closed:

- Reclaiming VAT

If you require any further information, please contact this office.

Signed \_\_\_\_\_  
Rob Coad  
Liquidator



9 March 2023

ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS'  
VOLUNTARY LIQUIDATION

**Appendix I**

**Statutory Information**

Company Name	Caerphilly Training Solutions Limited
Former Trading Name	The Producers
Company Number	09214661
Registered Office	Undebt.co.uk, Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom
Former Registered Office	C/O Gryson House The Grove, Pontllanfraith, Blackwood, NP12 2EQ, United Kingdom
Office holder	Rob Coad
Office holders' address	Undebt.co.uk, Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom
Date of appointment	9 February 2022
Change in office holder:	Death of Neil Maddocks on 31 March 2022

**Caerphilly Training Solutions Limited T/A The Producers - In Creditors Voluntary Liquidation**  
**Liquidator's Abstract of Receipts & Payments**

**From 09 February 2022 To 08 February 2023**

<b>S of A £</b>		<b>From 09/02/22</b>	<b>From 09/02/22</b>
		<b>To 08/02/23</b>	<b>To 08/02/23</b>
<b>ASSET REALISATIONS</b>			
1,850.00	Motor Vehicles	1,710.00	1,710.00
2,378.00	Book Debts	2,325.21	2,325.21
2,300.00	Cash at Bank	NIL	NIL
3,000.00	Furniture & Equipment	2,687.00	2,687.00
	Goodwill	NIL	NIL
	Sundry	118.80	118.80
9,000.00	Cash in Client Account	11,264.52	11,264.52
<u>18,528.00</u>		<u>18,105.53</u>	<u>18,105.53</u>
<b>COST OF REALISATIONS</b>			
	Office Holders Fees	(12,775.85)	(12,775.85)
	Agents/Valuers Fees (1)	(2,687.70)	(2,687.70)
	Statutory Advertising	(204.60)	(204.60)
(150.00)	Case Management Fee	(150.00)	(150.00)
	Case Management Monthly Fee	(33.25)	(33.25)
<u>(150.00)</u>		<u>(15,851.40)</u>	<u>(15,851.40)</u>
<b>PREFERENTIAL CREDITORS</b>			
(398.64)	Employee	NIL	NIL
<u>(398.64)</u>		<u>NIL</u>	<u>NIL</u>
<b>UNSECURED CREDITORS</b>			
(23,360.48)	Bounce Back Loan	NIL	NIL
(52,393.91)	Director's Loan	NIL	NIL
(5,265.43)	Employee	NIL	NIL
(16,508.20)	Trade Creditor	NIL	NIL
(2,000.00)	Utility Creditor	NIL	NIL
(15,000.00)	Development Bank Wales	NIL	NIL
<u>(114,528.02)</u>		<u>NIL</u>	<u>NIL</u>
<u>(96,548.66)</u>		<u>2,254.13</u>	<u>2,254.13</u>

**REPRESENTED BY**

Vat Payable	(879.40)
Vat Receivable	<u>3,133.53</u>
	<u>2,254.13</u>

-----  
**Rob Coad**  
**Liquidator**

### Appendix III

#### Caerphilly Training Solutions Limited (Post Appt) in Liquidation

#### Liquidators' SIP9 Compliant Time Cost Analysis for the period 9 February 2022 to 8 February 2023

Classification of Work Function	Officeholder Hours	Manager Hours	Administrator Hours	Assistant / Support Hours	Total Hours	Cost £	Average hourly cost £
Administration & Planning	0.0	8.4	4.9	11.9	25.2	3,958.50	157.08
Appointment & Related Formalities	0.0	4.9	0.0	0.0	4.9	882.00	180.00
Cashiering & Banking	0.3	2.9	3.9	0.3	7.4	1,263.50	170.74
Creditor Correspondence	0.0	0.5	0.0	0.0	0.5	99.50	199.00
Creditor Reporting	0.0	6.0	0.0	0.0	6.0	1,127.50	187.92
Dealings with Employees	0.2	1.1	6.9	0.6	8.8	1,481.50	168.35
Dealings with Unsecured Creditors	0.0	6.6	0.0	0.0	6.6	1,188.00	180.00
Insurance of Assets	0.6	0.0	0.0	0.0	0.6	216.00	360.00
Investigations	0.0	4.0	0.5	0.0	4.5	844.50	187.67
Realisation of Assets	0.0	10.7	0.3	0.0	11.0	2,199.00	199.91
Statutory & Compliance	0.9	3.3	2.9	0.0	7.1	1,366.00	192.39
Tax & VAT Matters	0.0	1.0	0.0	0.0	1.0	180.00	180.00
<b>Total Hours</b>	2.0	49.4	19.4	12.8	83.6	14,806.00	177.11
<b>Total costs</b>	720.00	9,709.00	2,748.00	1,629.00			

Charge Out Rates Per Hour	£
Officeholder	360
Senior Manager	275
Manager	225
Assistant Manager	180
Senior Administrator	150
Administrator	135
Assistant / Support	120

ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

Appendix IV

Detailed list of work undertaken for Caerphilly Training Solutions Limited in Creditors' Voluntary Liquidation for the review period 09/02/2022 to 08/02/2023

Below is detailed information about the tasks undertaken by the Liquidator.

General Description	Includes
<b>Statutory and General Administration</b>	
Statutory/advertising	Filing of documents to meet statutory requirements including annual receipts and payments accounts Annual corporation tax returns Quarterly 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 task lists/diaries Updating checklists
Bank account administration	Preparing correspondence opening and closing accounts Requesting bank statements Bank account reconciliations Correspondence with bank regarding specific transfers Maintenance of the estate cash book Banking remittances and issuing cheques/BACS payments
Planning / Review	Discussions regarding strategies to be pursued Meetings with team members and independent advisers to consider practical, technical and legal aspects of the case
Books and records / storage	Dealing with records in storage Sending job files to storage
Pension scheme	Identifying whether there is a pension scheme Submitting the relevant notices if a pension scheme is identified Instructing agents to wind up any pension scheme Liaising and providing information to be able to finalise winding up the pension scheme
Reports	Circulating initial report to creditors upon appointment Preparing annual progress report, investigation and general reports to creditors Disclosure of sales to connected parties
Creditors' decisions	Preparation of decision procedure notices, proxies/voting forms and advertisements Notice of decision procedure to all known creditors Collate and examine proofs and proxies/votes to conclude decisions For virtual or physical meetings: preparation of meeting file, including agenda, certificate of postage, attendance register, list of creditors, reports to creditors, advertisement of meeting and draft minutes of meeting Responding to queries and questions following decisions
<b>Investigations</b>	
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 creditors and directors Reconstruction of financial affairs of the company Reviewing company's books and records Preparation of deficiency statement Review of specific transactions and liaising with directors regarding certain transactions Liaising with the committee/creditors or major creditors about further action to be taken
Statutory reporting on conduct of director(s)	Preparing statutory investigation reports Liaising with Insolvency Service Submission of report with the Insolvency Service Preparation and submission of supplementary information if required Assisting the Insolvency Service with its investigations
Examinations	Preparing brief to solicitor Liaising with solicitor(s) regarding examinations Attendance at examination Reviewing examination transcripts Liaising with solicitor(s) regarding outcome of examinations and further actions available
Plant and Equipment	Liaising with valuers, auctioneers and interested parties

**ANNUAL PROGRESS REPORT OF CAERPHILLY TRAINING SOLUTIONS LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION**

<b>General Description</b>	<b>Includes</b>
	<ul style="list-style-type: none"> <li>Reviewing asset listings</li> <li>Liaising with secured creditors and landlords</li> </ul>
<b>Freehold/Leasehold Property</b>	<ul style="list-style-type: none"> <li>Liaising with valuers and agents on marketing strategy and offers received</li> <li>Dealing with tenant issues (if any)</li> <li>Liaising with secured creditors and landlords</li> <li>Agreeing assignment, surrender or disclaiming property</li> </ul>
<b>Debtors</b>	<ul style="list-style-type: none"> <li>Collecting supporting documentation</li> <li>Correspondence with debtors</li> <li>Reviewing and assessing debtors' ledgers</li> <li>Receiving updates from factoring companies and liaising reassignment of ledger</li> <li>Liaising with debt collectors and solicitors</li> <li>Agreeing debt collection agency agreements</li> <li>Dealing with disputes, including communicating with directors/former staff</li> <li>Pursuing credit insurance claims</li> <li>Submitting VAT bad debt relief claims</li> </ul>
<b>Other assets: motor vehicles, intangibles, intellectual property, VAT/corporation tax refunds, Insurance claims</b>	<ul style="list-style-type: none"> <li>Liaising with agents to agree disposal strategy</li> <li>Dealing with potential purchasers</li> <li>Negotiating sales</li> <li>Liaising with solicitors to agree sales</li> <li>Collecting sales consideration</li> <li>Liaising with insurance companies and directors to pursue claims</li> <li>Examining company records to support tax refunds</li> <li>Exchanges with government departments</li> </ul>
<b>Creditors and Distributions</b>	
<b>Creditor Communication</b>	<ul style="list-style-type: none"> <li>Receive and follow up creditor enquiries via telephone</li> <li>Review and prepare correspondence to creditors and their representatives via facsimile, email and post</li> <li>Assisting employees to pursue claims via the RPO</li> <li>Corresponding with the PPF and the Pensions Regulator</li> </ul>
<b>Dealing with proofs of debt ("POD")</b>	<ul style="list-style-type: none"> <li>Receipting and filing POD when not related to a dividend</li> <li>Corresponding with RPO regarding POD when not related to a dividend</li> </ul>
<b>Processing proofs of debt</b>	<ul style="list-style-type: none"> <li>Preparation of correspondence to potential creditors inviting submission of POD</li> <li>Receipt of POD</li> <li>Adjudicating POD</li> <li>Request further information from claimants regarding POD</li> <li>Preparation of correspondence to claimant advising outcome of adjudication</li> <li>Seeking solicitors' advice on the validity of secured creditors' claims and other complex claims</li> </ul>



# Privacy Notice

The following information is provided to comply with the requirements of the General Data Protection Regulation.

This privacy statement describes why and how we collect and use personal data and provides information about individuals' rights. It applies to personal data provided to us, both by individuals themselves or by others. We may use personal data provided to us for any of the purposes described in this privacy statement or as otherwise stated at the point of collection.

<b>Identity and contact details of the controller and where applicable, the controller's representative and the data protection officer</b>	<p>Where an insolvency practitioner of Undebt.co.uk is not appointed as office holder, the data controller is either the company/individual on whose instructions Undebt.co.uk is acting or it is Undebt.co.uk. The contact details of Undebt.co.uk are: Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom, 0117 376 3523, <a href="mailto:helpme@undebt.co.uk">helpme@undebt.co.uk</a>.</p> <p>Where an insolvency practitioner of Undebt.co.uk is appointed as office holder and the data processing is carried out as part of their statutory duties, the office holder(s) is/are the data controllers. The Insolvency practitioner(s) can be contacted at: Undebt.co.uk, Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom, 0117 376 3523, <a href="mailto:helpme@undebt.co.uk">helpme@undebt.co.uk</a>.</p>
<b>How we use your personal information</b>	<p>The purpose for which personal information is processed may include any or all of the following:</p> <ul style="list-style-type: none"><li>• deliver services and meet legal responsibilities</li><li>• verify identity where this is required</li><li>• communication by post, email or telephone</li><li>• understand needs and how they may be met</li><li>• maintain records</li><li>• process financial transactions</li><li>• prevent and detect crime, fraud or corruption</li><li>• may also need to use data to defend or take legal actions related to the above</li></ul>
<b>Lawful basis for the processing</b>	<p>Most processing is carried out to comply with our legal obligations under statute and other regulatory obligations related to the insolvency process. We also believe our processing is for the legitimate interests of all stakeholders in the insolvency process, as they are entitled to be kept informed and may wish to engagement in the insolvency process. Where Undebt.co.uk has engaged with a client to perform a service, we will be required to process data to provide the service in accordance with the contractual terms.</p>
<b>What personal information we hold</b>	<p>The categories are: contact details, financial information and location. In rare cases, we may hold some special category data, e.g. trade union membership or information about individual's health, which will be necessary to administer the insolvency process in line with our legal obligations.</p>
<b>Who we share our data with</b>	<p>We may use third parties located in other countries to help us run our business. As a result, personal data may be transferred outside the countries where we and our clients are located. This includes countries</p>

	<p>outside the EU and countries that do not have laws that provide specific protection for personal data. We have taken steps to ensure all personal data is provided with adequate protection and that all transfers of personal data outside the EU are done lawfully. Where we transfer personal data outside of the EU to a country not determined by the European Commission as providing an adequate level of protection for personal data, the transfers will be under an agreement which covers the EU requirements for the transfer of personal data outside the EU.</p> <p>Personal data held by us may be transferred to:</p> <p><b>Other offices</b> Details of our other office locations are available here at <a href="http://undebt.co.uk">undebt.co.uk</a>. We may share personal data with other offices where necessary for administrative purposes and to provide professional services to our clients.</p> <p><b>Third party organisations that provide applications/functionality, data processing or IT services to us</b> We use third parties to support us in providing our services and to help provide, run and manage our internal IT systems. For example, providers of information technology, cloud based software as a service providers, identity management, website hosting and management, data analysis, data back-up, security and storage services. The servers powering and facilitating that cloud infrastructure are located in secure data centres around the world, and personal data may be stored in any one of them.</p> <p><b>Third party organisations that otherwise assist us in providing goods, services or information</b></p> <p><b>Auditors and other professional advisers</b></p> <p><b>Law enforcement or other government and regulatory agencies or to other third parties as required by, and in accordance with, applicable law or regulation</b> Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal data, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime, to establish, exercise or defend legal rights. We will only fulfil requests for personal data where we are permitted to do so in accordance with applicable law or regulation.</p>
<b>How long we retain your personal information</b>	<p>We retain personal data for as long as is necessary to achieve the purpose listed above and for any other permissible related purpose. For example, we retain most records until the time limit for claims arising from the activities has expired or otherwise to comply with statutory or regulatory requirements regarding the retention of such records.</p>
<b>Your rights</b>	<p>The GDPR provides the following rights for individuals:</p> <p>Right to inform This privacy notice meets our requirement to inform you of our processing of your data.</p>

	<p><b>Access to personal data</b>  You have a right of access to personal data held by us as a data controller. This right may be exercised by contacting us at: Undebt.co.uk, Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom, 0117 376 3523, helpme@undebt.co.uk. We will aim to respond to any requests for information promptly, and in any event within one month.</p> <p><b>Amendment of personal data</b>  To update personal data submitted to us, you may email us at helpme@undebt.co.uk or, where appropriate, contact us via the relevant website registration page or by amending the personal details held on relevant applications with which you registered.</p> <p><b>Rights that do not apply in these particular circumstances</b>  Not all of the rights under the GDPR are available as one of the reasons we are holding your data is on the basis of it being a legal obligation and therefore the right to erasure, data portability and to object do not apply.</p>
<b>Right to withdraw consent</b>	The data received was not based upon obtaining consent and therefore the right to withdraw consent does not apply.
<b>Changes to our privacy statement</b>	We keep this privacy statement under regular review and will place any updates on our website. Paper copies of the privacy statement may also be obtained by writing to us at Undebt.co.uk, Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom.
<b>Complaints</b>	<p>Should you want to complain about our use of personal data, please contact us at Undebt.co.uk, Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom.</p> <p>You also have the right to lodge a complaint with the Information Commissioner's Office ("ICO") (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the <a href="#">ICO website</a>.</p>
<b>Who provided the personal data</b>	The personal data we have used to contact you was provided by the company/individual (or persons acting on their behalf) on whose instructions we are acting or in relation to which our insolvency practitioner has been appointed. We also access information from the Registrar of Companies and other similar public-access data providers.