

# 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 4 4 6 9 1 3

Company name in full Acute Barbers Blue Limited

#### → Filling in this form

Please complete in typescript or in  
bold black capitals.

### 2 Liquidator's name

Full forename(s) Neil

Surname Maddocks

### 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) Rob

Surname Coad

#### Other liquidator

Use this section to tell us about  
another liquidator.

### 5 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

#### 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	2	5	0	1	2	0	2	1
To date	2	4	0	1	2	0	2	2

### 7 Progress report

☒ The progress report is attached

### 8 Sign and date

Liquidator's signature	Signature									
	X						X			
Signature date	1	3	0	4	2	0	2	2		

# 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

South West and Wales Business Recovery

Orchard St Business Centre

13-14 Orchard Street

Bristol

Postcode

B

S

1

5

E

H

United Kingdom

DX

44 (0)117 376 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)

# Continuation page

Name and address of insolvency practitioner

✓ **What this form is for**  
Use this continuation page to tell us about another insolvency practitioner where more than 2 are already jointly appointed. Attach this to the relevant form. Use extra copies to tell us of additional insolvency practitioners.

✗ **What this form is NOT for**  
You can't use this continuation page to tell us about an appointment, resignation, removal or vacation of office.

➔ **Filling in this form**  
Please complete in typescript or in bold black capitals.  
  
All fields are mandatory unless specified or indicated by \*

## 1 Appointment type

Tick to show the nature of the appointment:

- ☐ Administrator
- ☐ Administrative receiver
- ☐ Receiver
- ☐ Manager
- ☐ Nominee
- ☐ Supervisor
- ☐ Liquidator
- ☐ Provisional liquidator

① You can use this continuation page with the following forms:

- VAM1, VAM2, VAM3, VAM4, VAM6, VAM7
- CVA1, CVA3, CVA4
- AM02, AM03, AM04, AM05, AM06, AM07, AM08, AM09, AM10, AM12, AM13, AM14, AM19, AM20, AM21, AM22, AM23, AM24, AM25
- REC1, REC2, REC3
- LIQ02, LIQ03, LIQ05, LIQ13, LIQ14,
- WU07, WU15
- COM1, COM2, COM3, COM4
- NDISC

## 2 Insolvency practitioner's name

Full forename(s)

Surname

## 3 Insolvency practitioner's address

Building name/number

Street

Post town

County/Region

Postcode

Country

**ANNUAL PROGRESS REPORT**

**ACUTE BARBERS BLUE LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION**

# ANNUAL PROGRESS REPORT OF ACUTE BARBERS BLUE LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

## **Content**

- Executive Summary
- Administration and Planning
- Enquiries and Investigations
- Realisation of Assets
- Creditors
- Ethics
- Specialist Advice and Services
- Fees and Expenses
- Creditors' Rights
- General Data Protection Regulation
- EU Regulations
- Conclusion

## **Appendices**

- Appendix I - Statutory Information
- Appendix II – Receipts and Payments account for the period 25 January 2021 to 24 January 2022 and for the period of appointment.
- Appendix III - Time cost information for period 25 January 2021 to 24 January 2022 and for the period of appointment.
- Appendix IV – General Data Protection Regulation information

ANNUAL PROGRESS REPORT OF ACUTE BARBERS BLUE LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

**EXECUTIVE SUMMARY**

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

**Assets**

<b>Asset</b>	<b>Estimated to realise per Statement of Affairs</b>	<b>Realisations to date</b>	<b>Anticipated future realisations</b>	<b>Total anticipated realisations</b>
Plant & Machinery	5,130.00	2,500.00	0.00	2,500.00
<b>Total</b>	<b>5,130.00</b>	<b>2,500.00</b>	<b>0.00</b>	<b>2,500.00</b>

**Expenses**

<b>Expense</b>	<b>Amount fees per and expenses estimates</b>	<b>Expense incurred to date</b>	<b>Anticipated further expense to closure</b>	<b>Total anticipated expense</b>
Joint Liquidators' fees	14,030.00	8,465.50	2,500.00	10,965.50
Case Management Fee	150.00	150.00	0.00	150.00
Case Management Monthly Fee	57.00	166.25	23.75	190.00
Insolvency Notices fee	5.00	5.00	0.00	5.00
Statement of Affairs Fee	5,000.00	5,000.00	0.00	5,000.00
Postage	50.00	6.47	0.00	6.47
Specific Bond	40.00	40.00	0.00	40.00
Statutory Advertising	244.35	253.50	0.00	253.50

**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	N/A	N/A
Secondary Preferential creditors	N/A	N/A
Unsecured creditors	No	No

**Closure**

Based on current information, it is anticipated that the liquidation will be concluded within the next 3-6 months.

## **ADMINISTRATION AND PLANNING**

### **Statutory information**

Statutory information may be found at Appendix I.

The Joint Liquidators are 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.

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

- The Annual Progress Report for the previous reporting period.

### **Other administration tasks**

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

- Case reviews.

## **ENQUIRIES AND INVESTIGATIONS**

As previously reported, 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 directors 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 Joint Liquidators to meet their 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 Joint Liquidators did not identify any further assets or actions which might lead to a recovery for creditors.

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.

### **Equipment**

As previously reported, the company owned a number of barber chairs, hair cutting and styling equipment, mirrors and styling consumables. This equipment was valued at £3,900 by our agents, AMS. An offer of £4,000 plus VAT was received and accepted from the director.



## ANNUAL PROGRESS REPORT OF ACUTE BARBERS BLUE LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

To date the sum of £2,500 plus VAT has been received. Despite the Joint Liquidators pursuing the remaining amount of £1,500 plus VAT, this has yet to be received. The Joint Liquidators have concluded that it is not cost effective to pursue this matter further. Consequently, no further realisations will be made in this regard.

### **CREDITORS**

Irrespective of whether sufficient realisations are achieved to pay a dividend to creditors, the Joint Liquidators have had to carry out key tasks.

#### **Secured creditors**

The Company has not granted any charges over its assets.

#### **Preferential creditors**

There are no preferential claims.

#### **Unsecured creditors**

HMRC was shown to be owed £30,385. A claim of £31,491 has been received.

The trade and expense creditors as per the statement of affairs totalled £43,255. Claims received to date total £4,668.

#### **Dividend prospects**

No distribution will be made to unsecured creditors.

#### **Prescribed Part**

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 Joint Liquidators are bound by the Insolvency Code of Ethics when carrying out all professional work relating to an insolvency appointment.

During the Review Period, no new threats to compliance with the Code of Ethics have been identified and the safeguards put in place to mitigate threats previously identified have been reviewed and they are effectively managing those threats.

### **SPECIALIST ADVICE AND SERVICES**

When instructing third parties to provide specialist advice and services or having the specialist services provided by the firm, the Joint 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.

#### **Agents and valuers**

Asset Management Solutions (UK) Ltd were instructed as agents and valuers in relation to the Barber's equipment.

## FEES AND EXPENSES

### Pre-Appointment Costs

#### Fixed fee agreed with the Directors and ratified by creditors.

As previously reported, the creditors authorised the fee of £5,000 plus VAT for assisting the directors in calling the relevant meetings and with preparing the Statement of Affairs on 29 April 2019. To date the sum of £2,062 has been drawn in this respect.

### The Joint Liquidators' 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 partner then oversees the work undertaken. Where the issues are complex and litigious, the work will be closely supervised or undertaken by a senior manager or partner.

The basis of the Joint Liquidators' fees was approved by creditors on 29 April 2019 in accordance with the following resolutions:

*"That the Joint Liquidators be authorised to draw their Pre-Appointment fee of £5,000 plus VAT and disbursements from the first realisations into the liquidation."*

*"That the Liquidator's 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 total fees drawn not to exceed the fee estimate of £14,030 plus VAT & disbursements provided in the Report to Creditors dated 5 April 2019 without further recourse to creditors."*

*"That the Liquidator be authorised to recover all Category 2 disbursements, calculated on the bases of South West and Wales Business Recovery's summary."*

The time costs for the period 25 January 2021 to 24 January 2022 total £1,494.50, representing 10.5 hours at an average hourly rate of £142.33. No fees have been drawn on account of time costs incurred. The SIP9 time cost analysis for the period is detailed at Appendix III.

The total time costs during the period of appointment amount to £8,465.50 representing 65.6 hours at an average hourly rate of £129.05. The SIP9 time cost analysis for the period of appointment is detailed at Appendix III.

Please be advised, that the charge out rates were increased on 1 May 2021 and the current charge out rates are as follows:

Grade of Staff	Chargeout rate per hour £
Officeholder	360
Senior Manager	275
Manager	225
Assistant Manager	180
Senior Administrator	150
Administrator	135
Assistant	120

## ANNUAL PROGRESS REPORT OF ACUTE BARBERS BLUE LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

Having regard for the costs that are likely to be incurred in bringing this Liquidation to a close, the Joint Liquidators consider that the original fees estimate is unlikely to be exceeded.

### Expenses

The category 1 expenses incurred for in the period 25 January 2021 to 24 January 2022 total £57 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.

The category 1 expenses for the period of appointment total £361.25 and are detailed below.

Type	Incurred	Paid
Statutory Bordereau	£40.00	£40.00
Insolvency Notices Fee	£ 5.00	£ 5.00
Case Management Software Initial Fee	£150.00	£150.00
Case Management Software Monthly Fee	£166.25	£ 19.00
<b>Total</b>	<b>£ 361.25</b>	<b>£ 214.00</b>

No category 2 expenses were incurred for the period 25 January 2021 to 24 January 2022.

The category 2 expenses, incurred for the period of appointment from 25 January 2019 to 24 January 2022 total £6.47, are detailed on the Receipts and Payments account at Appendix 1. The basis of calculation of this category of expense was disclosed to creditors prior to their approval, which was given on 29 April 2019.

The category 2 expenses for the period of appointment total £6.47 and are detailed below.

Type	Incurred	Paid
Postage	£6.47	£6.47
<b>Total</b>	<b>£6.47</b>	<b>£6.47</b>

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

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

### 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 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.

ANNUAL PROGRESS REPORT OF ACUTE BARBERS BLUE LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

**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 IV.

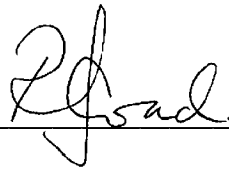
**EU REGULATIONS (WHETHER PROCEEDINGS ARE MAIN PROCEEDINGS OR TERRITORIAL)**

The Company's centre of main interest was in the UK as their registered office address was 123 Station Road, Llandaff North, Cardiff CF14 2SE and therefore it is considered that the EU Regulations apply. These proceedings are main proceedings as defined in the EU Regulation.

**CONCLUSION**

The administration of the case is now complete, and the case will be closed as soon as VAT matters have been concluded.

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

Signed  \_\_\_\_\_  
Rob Coad  
Liquidator  
13 April 2022

ANNUAL PROGRESS REPORT OF ACUTE BARBERS BLUE LIMITED - IN CREDITORS' VOLUNTARY LIQUIDATION

**Appendix I**

**Statutory Information**

Company Name	Acute Barbers Blue Limited
Former Trading Name	Not applicable
Company Number	09446913
Registered Office	Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH
Former Registered Office	123 Station Road Llandaff North, Cardiff, CF14 2SE
Office holders	Neil Maddocks and Rob Coad
Office holders' address	Undebt.co.uk, Orchard St Business Centre, 13-14 Orchard Street, Bristol, BS1 5EH, United Kingdom
Date of appointment	25 January 2019

Acute Barbers Blue Limited - In Creditors Voluntary Liquidation  
Joint Liquidators' Abstract of Receipts & Payments

From 25 January 2021 To 24 January 2022

S of A £		From 25/01/21	From 25/01/19
		To 24/01/22	To 24/01/22
<b>ASSET REALISATIONS</b>			
5,130.00	Plant & Machinery	NIL	2,500.00
<u>5,130.00</u>		<u>NIL</u>	<u>2,500.00</u>
<b>COST OF REALISATIONS</b>			
	Specific Bond	NIL	(40.00)
	Statement of Affairs Fee	NIL	(2,061.70)
	Statutory Advertising	NIL	(253.50)
(150.00)	Case Management Fee	NIL	(155.00)
	Postage	NIL	(6.47)
	Case Management Monthly Fee	NIL	(19.00)
<u>(150.00)</u>		<u>NIL</u>	<u>(2,535.67)</u>
<b>UNSECURED CREDITORS</b>			
(18,835.48)	Bank	NIL	NIL
(30,385.40)	HM Revenue & Customs	NIL	NIL
(22,920.00)	Trade Creditor	NIL	NIL
(1,500.00)	Utility Creditor	NIL	NIL
<u>(73,640.88)</u>		<u>NIL</u>	<u>NIL</u>
<u>(68,660.88)</u>		<u>NIL</u>	<u>(35.67)</u>
<b>REPRESENTED BY</b>			
	Vat Payable		(500.00)
	Vat Receivable		<u>464.33</u>
			<u>(35.67)</u>

Rob Coad  
Liquidator

Appendix III (1)

Acute Barbers Blue Limited - in Liquidation

Joint Liquidators' SIP9 Compliant Time Cost Analysis for the period 25 January 2019 to 30 April 2021

Classification of Work Function	Officeholder Hours	Manager Hours	Administrator Hours	Assistant / Support Hours	Total Hours	Cost £	Average hourly cost £
Administration & Planning	0.1	1.5	10.4	23.5	35.5	4,006.00	112.85
Appointment & Related Formalities	0.0	0.5	0.9	0.0	1.4	198.00	141.43
Cashiering & Banking	0.1	0.7	2.4	0.0	3.2	444.00	138.75
Creditor Correspondence	0.0	0.1	0.9	0.0	1.0	126.00	126.00
Creditor Reporting	0.4	2.2	8.8	3.0	14.4	1,986.00	137.92
Dealings with Unsecured Creditors	0.0	0.0	0.6	0.9	1.5	180.00	120.00
Insurance of Assets	0.7	0.0	0.0	0.0	0.7	210.00	300.00
Investigations	0.4	0.7	0.5	0.0	1.6	306.00	191.25
Realisation of Assets	0.0	0.4	1.9	0.3	2.6	387.00	148.85
Statutory & Compliance	0.3	0.0	0.0	0.0	0.3	90.00	300.00
Tax & VAT Matters	0.0	0.1	0.9	0.0	1.0	132.00	132.00
Total Hours	2.0	6.2	27.3	27.7	63.2	8,065.00	127.61
Total costs	600.00	1,116.00	3,579.00	2,770.00			

Charge Out Rates Per Hour	£
Officeholder	300
Manager	180 - 240
Assistant Manager	150
Administrator	120 - 130
Assistant / Support	100

Appendix III (2)

Acute Barbers Blue Limited - in Liquidation

Joint Liquidators' SIP9 Compliant Time Cost Analysis for the period 25 January 2021 to 30 April 2021

Classification of Work Function	Officeholder Hours	Manager Hours	Administrator Hours	Assistant / Support Hours	Total Hours	Cost £	Average hourly cost £
Administration & Planning	0.0	0.1	0.9	0.2	1.2	164.00	136.67
Cashiering & Banking	0.0	0.0	0.8	0.0	0.8	96.00	120.00
Creditor Reporting	0.0	0.0	3.3	0.0	3.3	435.00	131.82
Dealings with Unsecured Creditors	0.0	0.0	0.6	0.0	0.6	90.00	150.00
Realisation of Assets	0.0	0.0	1.3	0.0	1.3	195.00	150.00
Tax & VAT Matters	0.0	0.0	0.9	0.0	0.9	114.00	126.67
Total Hours	0.0	0.1	7.8	0.2	8.1	1,094.00	135.06
Total costs	0.00	18.00	1,056.00	20.00			

Charge Out Rates Per Hour	£
Officeholder	300
Manager	180 - 240
Assistant Manager	150
Administrator	120 - 130
Assistant / Support	100



Appendix III (3)

Acute Barbers Blue Limited - in Liquidation

Joint Liquidators' SIP9 Compliant Time Cost Analysis for the period 1 May 2021 to 24 January 2022

Classification of Work Function	Officeholder Hours	Manager Hours	Administrator Hours	Assistant / Support Hours	Total Hours	Cost £	Average hourly cost £
Administration & Planning	0.0	0.0	0.8	0.3	1.1	166.50	151.36
Realisation of Assets	0.0	0.0	1.3	0.0	1.3	234.00	180.00
Total Hours	0.0	0.0	2.1	0.3	2.4	400.50	166.88
Total costs	0.00	0.00	364.50	36.00			

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

# 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, helpme@undebt.co.uk.</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, helpme@undebt.co.uk.</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>

## APPENDIX IV

	<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.