

## Letter of Authority to Act

### Communication

During your application period with Business Helpline Group Limited, we will need to contact you (**"The Client"**) during the course of your application, to gather the necessary information.

### How we may contact you

By Signing this Letter of Authority you (**"The Client"**) consent to Business Helpline Group Limited contacting by any of the following methods:

1. Landline (If a number is provided)
2. Mobile
3. WhatsApp (If applicable)
4. Text Messaging
5. Email
6. Post

### Opting Out

If at any time you decide you no longer wish to receive contact from Business Helpline Group Limited through any or all of the above methods, you can communicate this to us by any of the following ways:

1. Verbally
2. Via Text Message
3. Via WhatsApp
4. Via Email, [support@businesshelpline.uk](mailto:support@businesshelpline.uk)

### Retention of Personal/Sensitive Data

Where an application has been made and a customer has positively opted-in, Business Helpline Group Limited will retain any Personal and/or Sensitive Data for a period of 6 years. Once this period has lapsed Business Helpline will then destroy all of the data, we hold for you and any documentation you have provided.

### Who we share your data with

Business Helpline will only ever share your data with our preferred partners. By signing this document you consent to the passing on of your data provided to Business Helpline to other third parties for the purpose of assisting in the resolution of your financial difficulties and other areas of need and support.

We will always explain which of our affiliates we are going to put you in touch with and why. We will never sell your Data to anyone. We may receive a Referral Fee dependent upon the service that has been administered.

We may process and use your personal information where you have consented for us to do so for the purpose of marketing with information about our services and for the purpose of feedback.

For the purpose of GDPR, we have included a marketing removal for consent at the bottom of the accompanying copy of this letter should you wish to withdraw your consent. Otherwise, it is assumed that you consent to us using your information in any of the above-mentioned ways.

By signing this Letter of Authority, you are agreeing that Business Helpline Group Limited can use your Data Positively and if at any time you wish to opt-out, you may do so via any of the above "Opting-Out" means.

### **Document Collection and Retention**

Business Helpline Group Limited will request specific documentation from their clients in order to assess their situation further. For example; Bank Statements, Photographic ID, HP/PCP Agreements (Proof of payments, Full Agreement & Term), Proof of Debt (Which must include – Full Account Number & Balance), Full set of business accounts, employee information, and any other information required to enable us to complete an assessment. Which can be collected in the following way- Letters, Credit Search, Screen shots, Conference Calls with Creditors)

Business Helpline Group Limited will retain any Personal and/or Sensitive Data for a period of 6 years. As part of the agreement between the customer and their Creditors, Business Helpline Group Limited will then destroy all of the Data we hold for you and any documentation you have provided.

### **Terrorism Act, Proceeds of Crime Act and Money Laundering Regulations**

We have a statutory responsibility to perform certain background checks on all parties we become involved with to verify both the Company's and the Directors' identity and residence before we can undertake any work for you. Accordingly, I request that you provide me with the following:

| Company                      | Director/ Shareholder   |
|------------------------------|---|
| Certificate of Incorporation | Passport or photocard driving license   |
| Last annual return           | Original utility bill (less than three months old)<br>Bank or building society statement clearly showing their address<br>(If you have lived at your current address for less than three years, I also require a utility bill and bank or building society statement) |

It may be necessary for us to verify the identity and residence of the major shareholders but I shall correspond with them directly if this is necessary.

### **Third Parties**

We may receive information from other sources (such as credit reference agencies, HM Revenue & Customs, Companies House, Government departments and regulatory bodies, other professional advisors or consultants engaged by you or us in relation to the services provided by us).

We will add this to the information we already hold about you in order to help us provide and improve services rendered.

We may transfer your personal information to a third party if we are under an obligation to disclose or share it in order to comply with legal duties, to detect or report a crime, to enforce or apply terms of our contracts or legal rights.

We will always take steps with the aim of ensuring that your privacy rights continue to be protected.

### **Your Rights**

Under certain circumstance, you have rights under data protection laws (including the GDPR) in relation to your personal information including the right to receive a copy of the personal information we hold about you and the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

### **File Reviews and Confidentiality**

From time to time, external organisations / regulators may require to conduct a quality audit of our work and practice to comply with our regulatory obligations. These third parties are required to maintain confidentiality at all times in respect of the work we carry out for you.

Any original documentation you provide us can be returned to you upon request.

### **Agreement of Terms**

Once it has been agreed, this letter will remain effective until it is replaced. We may agree to vary or terminate our authority to act on your behalf at any time without penalty. Notice of termination must be given in writing. We shall be grateful if you will confirm in writing your agreement to these terms by signing and returning the enclosed copy of this letter of our terms of engagement.

In the event that you do not return the duplicate letter of engagement duly signed or it is not received by us, your continuing instructions will confirm your acceptance of our acting for you on the terms set out in this letter and additional documents referred to.

### **Complaints**

If you do want to complain about the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

Information Commissioner's Office Wycliffe House

Water Lane, Wilmslow Cheshire SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 Website - <https://ico.org.uk/concerns>

Business Helpline Group Limited registration no 1468792



**Signature:**

Pragna Kotecha (Jan 5, 2024, 5:43pm)

05 Jan 2024

**Date:**



**Issuer** Business Helpline

**Document generated** Fri, 5th Jan 2024 15:03:45 UTC

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### Parties involved with this document

| Document processed             | Party + Fingerprint  |
|--------------------------------|--|
| Fri, 5th Jan 2024 17:43:49 UTC | Pragna Kotecha - Signer (24029159bcec3e6ced48ecb44a39d2b5)     |
| Fri, 5th Jan 2024 17:43:49 UTC | Nicole Sharples - Copied In (45a56f97f97f680c269e633bad44d6eb) |

### Audit history log

| Date                           | Action  |
|--------------------------------|---|
| Fri, 5th Jan 2024 17:43:50 UTC | Pragna Kotecha viewed the envelope (86.5.45.202)  |
| Fri, 5th Jan 2024 17:43:50 UTC | Document emailed to nicole@businesshelpline.uk (18.170.88.116)                              |
| Fri, 5th Jan 2024 17:43:50 UTC | This envelope has been signed by all parties (86.5.45.202)                                  |
| Fri, 5th Jan 2024 17:43:50 UTC | Sent the envelope to Nicole Sharples (nicole@businesshelpline.uk) for signing (86.5.45.202) |
| Fri, 5th Jan 2024 17:43:49 UTC | Pragna Kotecha signed the envelope (86.5.45.202)  |
| Fri, 5th Jan 2024 17:40:18 UTC | Pragna Kotecha viewed the envelope (86.5.45.202)  |
| Fri, 5th Jan 2024 17:40:07 UTC | Pragna Kotecha opened the document email. (86.5.45.202)                                     |
| Fri, 5th Jan 2024 17:38:28 UTC | Pragna Kotecha viewed the envelope (86.5.45.202)  |
| Fri, 5th Jan 2024 17:38:25 UTC | Pragna Kotecha opened the document email. (66.249.93.98)                                    |
| Fri, 5th Jan 2024 17:37:59 UTC | Pragna Kotecha opened the document email. (66.249.93.96)                                    |
| Fri, 5th Jan 2024 17:37:42 UTC | Pragna Kotecha opened the document email. (66.249.93.97)                                    |
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| Fri, 5th Jan 2024 15:04:25 UTC | Document emailed to rmkcare@gmail.com (35.177.133.78)                                       |
| Fri, 5th Jan 2024 15:04:25 UTC | Sent the envelope to Pragna Kotecha (rmkcare@gmail.com) for signing (86.5.138.73)           |
| Fri, 5th Jan 2024 15:04:08 UTC | Nicole Sharples has been assigned to this envelope (86.5.138.73)                            |
| Fri, 5th Jan 2024 15:04:08 UTC | Pragna Kotecha has been assigned to this envelope (86.5.138.73)                             |
| Fri, 5th Jan 2024 15:03:50 UTC | Document generated with fingerprint dffb625717d49935503ad287dff0cc4c (86.5.138.73)          |

