

Privacy Policy

1. Introduction

Road Collision Support Network Ltd (“RCSN”, “we”, “us”, “our”) is committed to protecting the privacy, security, and integrity of all personal data we process. This Privacy Policy explains what information we collect, how we use it, how we keep it safe, and the rights individuals have under UK data-protection law.

We process personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- FCA rules for claims-management activity (where applicable)
- ICO guidance

2. Who We Are

Road Collision Support Network Ltd Registered in England & Wales company number 16480486, registered address Unit 4B Boldero Road, Bury St. Edmunds, Suffolk. IP32 7BS.

Data Protection Contact: help@rcsn.co.uk

3. What Personal Data We Collect

We may collect and process the following categories of personal data:

3.1 Personal Identification Information

- Name
- Address
- Contact details (telephone, email)
- Date of birth

3.2 Collision-Related Information

- Details of the road collision
- Police reference numbers
- Involvement of other parties
- Insurance information (if provided)

3.3 Vulnerability & Support Information

- Indicators of vulnerability
- Accessibility needs
- Household or dependency information

- Emotional, practical, or welfare-related circumstances

3.4 Regulated Claims-Management Information

(Only where applicable and with consent)

- Information relating to personal injury claims
- Referral details to FCA-authorised legal providers
- Communications relevant to regulated activity

3.5 Technical Information

- Website usage data
- IP address
- Cookies (see Section 12)

4. How We Collect Personal Data

We collect information through:

- Police-force referrals
- Direct contact from individuals
- Online forms
- Telephone calls
- Email or written correspondence
- Legal partners (where appropriate and lawful)

5. How We Use Personal Data

We use personal data for the following purposes:

5.1 Support & Signposting (Unregulated Activity)

- Providing information, guidance, and welfare support
- Identifying vulnerability and tailoring assistance
- Connecting individuals with charities, community services, or support organisations

5.2 Claims-Management Activity (Regulated)

(Where applicable)

- Providing advice or assistance in pursuing a personal injury claim
- Referring individuals to FCA-authorised legal service providers
- Ensuring compliance with FCA rules

5.3 Operational & Administrative Purposes

- Responding to enquiries
- Improving service quality
- Monitoring performance and compliance
- Managing complaints

5.4 Legal & Regulatory Obligations

- Record-keeping
- Reporting requirements
- Cooperation with police, regulators, or statutory bodies where legally required

We do **not** use personal data for marketing or commercial profiling.

6. Lawful Bases for Processing

We rely on the following lawful bases under UK GDPR:

- **Consent** – for regulated claims-management activity and optional vulnerability disclosure
- **Legitimate interests** – for providing support services, signposting, and operational activities
- **Legal obligation** – where required by law or regulation
- **Contract** – where services are delivered under an agreement

7. Sharing Personal Data

We may share personal data with:

- Police forces and statutory agencies
- Charities and support organisations (with consent)
- FCA-authorised legal service providers (with consent)
- Regulatory bodies (e.g., ICO, FCA)
- Professional advisers (e.g., auditors, compliance consultants)

We do **not** sell personal data or share it for marketing purposes.

8. International Transfers

We store and process personal data within the UK. If data is transferred outside the UK, we ensure appropriate safeguards are in place (e.g., adequacy decisions or standard contractual clauses).

9. Data Security

We implement robust technical and organisational measures to protect personal data, including:

- Encryption
- Access controls
- Secure storage
- Staff training
- Regular audits

10. Data Retention

We retain personal data only for as long as necessary for the purposes described in this policy, or as required by law. Retention periods vary depending on the nature of the data and regulatory requirements.

11. Your Rights

Individuals have the following rights under UK GDPR:

- Right to access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability
- Right to object
- Right to withdraw consent
- Right to lodge a complaint with the ICO

Information Commissioner's Office: www.ico.org.uk

12. Cookies & Website Tracking

If applicable, our website may use cookies to improve user experience and analyse usage. Users can manage cookie preferences through their browser settings.

13. Changes to This Policy

We may update this Privacy Policy periodically. The latest version will always be available on our website or upon request.

14. Contact Us

For questions, concerns, or data-protection requests, contact:

Data Protection Lead Road Collision Support Network Ltd Email: help@rcsn.co.uk Telephone:
0800 999 2716