

Privacy Policy

This Privacy Policy governs the manner in which Compensation Claims 4 U Limited, uses, maintains and discloses information collected from users of the CC4U Limited website. This privacy policy applies to the Site and all products and services offered by Compensation Claims 4 U Limited.

PERSONAL IDENTIFICATION INFORMATION

We may collect personal identification information from Users, including, but not limited to, when Users visit our site, register their information on the website by completing, or partially completing the webform giving us full or partial instruction/ details of their proposed instruction.

Users may be asked for, as appropriate, name, email address, mailing address, phone numbers, flight details and relevant information relating to the circumstances of the event which the claim/ proposed claim relates to. Additional supporting information/evidence is also likely to be requested. We may also request bank details if paying compensation directly into your account.

We will collect personal identification information from Users only if they submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging our services to assist them in obtaining any due compensation from the Carrier/Airline.

We will retain your personal data until we have completed the compensation claim fully, and any monies due have been paid/received, and the file has been deemed closed, and a suitable period of time to comply with current auditing/accounting legislation has lapsed to allow us to remove your details from our records.

NON PERSONAL IDENTIFICATION INFORMATION

We may collect non-personal identification information about Users whenever they interact with Compensation Claims 4 U Limited, whether via our site, emails or any other form of communication. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, emails or other electronic methods of communication, such as the operating system and the Internet service providers utilised and other similar information, such as your IP address.

HOW WE USE COLLECTED INFORMATION

Compensation Claims 4 U Limited, collects and uses personal information for the following purposes:

- *To improve customer experience* by offering the User, the opportunity of engaging our services to assist in them in securing any compensation due to them as a result of a delayed or cancelled flight, subject to a qualifying criteria, in line with EU 261 / 04, The Montreal Convention, Regulation On Air Passenger Rights and US Code of Federal Regulations.
- *To process the claim.* We will use the information the User has provided to process the claim you have engaged our services to gain any due compensation. This will include us undertaking various eligibility checks, and contacting the airline/carrier. We may need to contact you for additional information relating to the circumstances, documentation or your overall experience.
- *To make contact with you the User.* Additional information may be required to assist us with your claim. We may need to advise you of information we receive from your Carrier in the process of undertaking our work.
- *We may need to contact you the User for your bank details, should the Airline in question wish to pay you directly into your account.* We may also need to contact you with our invoice, or payment reminders, if payment has not been made directly to ourselves by the Airline in the first instance.

SHARING YOUR PERSONAL INFORMATION

On review of your claim by one of our experienced Claims Handlers, it may be considered that to maximise your chances of receiving any due compensation, we need to engage one of our Panel Solicitors. This decision may be made at any point during the claim process, and will then involve Compensation Claims 4 U Limited, passing your data to the chosen Panel Solicitor which is felt to be best

placed to handle your claim.

By signing our engagement instruction, you are giving us permission to release your data to the Panel Solicitor in question.

We do not sell, or trade your data with any other organisation.

CANCELLATION POLICY

As stated in our Terms and Conditions and Cancellation Policy, the User has 14 days after giving us initial instruction to cancel the agreement between ourselves and them.

Cancellation can be made via email, letter or telephone.

We always confirm to the User when a cancellation request is made that we have received and actioned it accordingly.

YOUR RIGHTS AND YOUR PERSONAL DATA

You have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you
- The right to request that we correct any personal data if it found to be inaccurate
- The right to request your personal data is erased where it is no longer necessary to retain such data, once our services have been completed, or following cancellation.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on the site with access made available to you. Please check back frequently to see any updates or changes to our privacy policy.

CONTACTING US

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Representative at the following address:

Compensation Claims 4 U Limited
9 George Row
Northampton
NN1 1DF
Tel: 02081334115