

Privacy Policy

This Policy explains when and why we collect personal information about people who visit our website or make an enquiry through a third party to consider using our services.

The policy also explains, how we use your personal information, the conditions under which we may disclose it to others and how we keep it secure. The personal information collected from you is required to assess your financial circumstances. This enables us to prepare a proposal for your creditors in the form of an (Individual Voluntary Arrangement or Trust Deed)

If you make an enquiry that doesn't result in an application for an IVA or Trust Deed your personal information will be kept for a maximum of 8 weeks. We will not share your information with third parties for marketing purposes.

We will share information with third parties working on our behalf to meet our statutory obligations. Once an IVA is in place, we are required to keep your information for a period of at least 6 years, your information will also appear on the insolvency register which is a public register and this register is shared with credit reference agencies and available for inspection by the public. We take all possible steps to ensure your personal information is stored securely and sensitive information such as debit card details are encrypted.

Calls are recorded for training and monitoring to improve the service we provide and are available for our regulator these will be kept for a minimum of 6 years. The Hanover Insolvency website doesn't currently use cookies if this changes our policy will be updated to reflect this.

This policy will be reviewed regularly and was last updated in November 2021.