

Phoenix Commercial Collections
Raising Expectations

'Pay Phoenix'
Legal Notice and Terms and
Conditions of Use



Phoenix

Legal Notice and Terms and Conditions of Use

The 'Pay Phoenix' website has been developed solely for the use of our Client's and our joint/mutual customers.

In using this website you are deemed to have read and agreed to the following terms and conditions of use:

Terms and Conditions of Use:

By accessing or using the facilities contained within the website, you consent to these terms and conditions and to the exclusive jurisdiction of the English courts in all disputes arising out of such access. Phoenix cannot guarantee that the website or the information therein complies with or is appropriate for use outside of the United Kingdom.

Communication:

We provide various email addresses to assist our Client's and our joint/mutual customers. Our contact information can be found on the 'Contact Us' link on our website or either via our Company literature, stated telephone or facsimile numbers.

Phoenix Commercial Collections Limited is registered in England and Wales.

Company Registration Number: 3753408

Registered Office: 3-4 Bower Terrace, Tonbridge Road, Maidstone, Kent ME16 8RY

Privacy Statement:

Phoenix is committed to protecting your privacy. Only Authorised employees within the company will have access to information about customers and as a data compliant organisation, we regularly review our systems and data to ensure that we are at all times providing the best possible service. Any unauthorised actions against our computer systems and data will be investigated and if it is identified that any such action has taken place, we will take the appropriate action with a view of either prosecuting or taking civil proceedings to recover damages against those responsible.

BOLTON

Paragon Business Park,
Chorley New Road, Horwich
Bolton, Lancashire BL6 6HG

LONDON

Lansdowne Building,
Lansdowne Road
Croydon, Surrey CR9 2ER

Exclusions and Limitations:

Whilst reasonable steps have been taken to ensure the accuracy of the information contained within this website, the information expressed within this website is provided on an “as is” basis and is subject to English Law and:-

- Excludes all representations and warranties relating to this website and its contents or which is or may be provided by any affiliates or any other third party, including in relation to any inaccuracies or omissions in this website and/or the Company’s literature and;
- Excludes all liability for damages arising out of or in connection with the use of this website. This includes, without limitation, direct losses, damage caused to your computer, computer software, systems and programs and the data therein or any other direct or indirect, consequential and incidental damages.

Availability:

As a user of this website, you are solely responsible for evaluating the fitness for a particular purpose of any downloads, programs and text available through this website. The redistribution or republication of any part of this site or its content is prohibited, without the express written consent of Phoenix. Phoenix does not warrant that the service from this website will be uninterrupted, timely or error free, although it is provided to the best of our ability.

Confidentiality:

Phoenix Commercial Collections Limited is registered under the Data Protection Act 1998 and as such, any information concerning our Client’s and our joint/mutual customers will not be divulged to any third party, unless if we are legally required to do so by the appropriate authorities. Our Clients and our joint/mutual customers have the right to request sight of any copies of records that we hold, on the proviso that we are given reasonable notice of such a request. Clients and joint/mutual customers are requested to retain copies of any literature issued in relation to the provision of our services. Where appropriate, we shall issue to our Clients and our joint/mutual customers where appropriate, written information, handouts or copies of records as required under the terms governed by the Data Protection Act or as part of any contractual obligations that form part of any agreed contract or service level agreement.

We will not share your personal information to any third party. Any emails sent by Phoenix will only be in connection with the provision of our service.



IP Log Files:

We use IP addresses to analyse trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. Additionally, for systems administration, detecting usage patterns and trouble shooting purposes, our web servers automatically log standard access information including browser type, access times and any other type of URL access or referral requests. This information is not shared with third parties and is used only within the Company on a need-to-know basis.

Third Party Website Links and Warranties:

Third Party Website Links available on this website are provided solely for information purposes only. We do not regularly monitor or review the content of other third party websites which are linked to or from this website. Opinions expressed or any material appearing on these websites are not necessarily shared or endorsed by Phoenix, nor should it be regarded as an endorsement or approval by us of any kind. Please be aware that we are not responsible for the privacy practices, or content, of these sites. We encourage our users to be aware that when leaving our website to carefully read the privacy statements of any Third Party website. We promote and encourage users of our website to evaluate the security and trustworthiness of any other website connected to, or accessed via our website, before disclosing any personal information to them. Phoenix will not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from the disclosure of your personal information to third parties.