



## Data Privacy Statement

### 1. Introduction

London Warrant Enforcement Ltd (“LWE”, “we”, “our”, “us”) is committed to protecting the privacy and security of all personal data we process.

We collect and process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all other applicable data protection laws.

This statement explains how we handle personal data in the course of our operations, including the collection, storage, use, disclosure, and protection of that information.

---

### 2. Who We Are

London Warrant Enforcement Ltd is a company providing professional civil enforcement, recovery, and related services on behalf of local authorities, government bodies, and commercial clients.

We are registered with the Information Commissioner’s Office (ICO) as a data controller under registration number: Z8501150

---

### 3. Data We Collect

Depending on the nature of our relationship with you, we may collect and process the following types of personal data:

- Name, address, date of birth, and contact details.
- Reference numbers or identifiers provided by local authorities or clients.
- Financial information (e.g. outstanding debt amounts, payment records).
- Case details and correspondence relating to enforcement or recovery activity.
- Audio recordings from telephone calls to and from our voip telephone system, photographs, and audio video footage from enforcement visits (where appropriate).
- Information relating to vulnerability, disability, or health (where relevant to case management and with appropriate safeguards).
- Vehicle registration details, location data, and property information relevant to enforcement.

We only collect data necessary for the lawful performance of our duties.

---

### 4. How We Use Personal Data

We use personal data for the following lawful purposes:

- To carry out enforcement, recovery, and related legal processes as instructed by our clients.
- To verify identity, confirm liability, and manage case records.
- To make and receive payments.
- To assess and support vulnerable individuals in line with regulatory guidance.
- To comply with legal obligations under the Taking Control of Goods Regulations 2013, the Tribunals, Courts and Enforcement Act 2007, and associated legislation.
- To improve our services through training, monitoring, and compliance auditing.

We will not use your information for purposes unrelated to the enforcement or recovery activity for which it was obtained.

---

## **5. Legal Basis for Processing**

Our processing of personal data is based on one or more of the following lawful grounds:

- Legal obligation: to comply with statutory duties or court orders.
  - Public task: where we act on behalf of local authorities or government agencies.
  - Contractual necessity: where processing is required to fulfil obligations under a service contract.
  - Legitimate interests: in managing and improving our operations, security, and compliance.
  - Consent: where required for specific purposes (e.g. vulnerability information or marketing communications).
- 

## **6. Data Sharing and Disclosure**

We may share personal data only with:

- The client or local authority instructing us.
- Other enforcement agencies, courts, or legal representatives where lawfully required.
- Payment processors and banking institutions to facilitate transactions.
- Regulatory bodies (e.g. the ICO, HMCTS) where required by law.
- Approved service providers (e.g. IT support or document storage) under strict contractual safeguards.

We will never sell, rent, or trade personal data with third parties for marketing purposes.

---

## **7. Data Retention**

Personal data will be retained only for as long as necessary to fulfil the purpose for which it was collected and to meet our legal, regulatory, and contractual obligations.

Once data is no longer required, it will be securely deleted, anonymised, or destroyed in accordance with our Data Retention and Destruction Policy.

---

## 8. Data Security

We maintain robust technical and organisational measures to protect data against loss, misuse, unauthorised access, disclosure, or alteration.

These include:

- Secure encrypted systems for case management and document storage.
  - Access controls and staff authentication protocols.
  - Regular data protection training for all staff and Enforcement Agents.
  - Encrypted communications and secure data transfer methods.
- 

## 9. Your Rights

Under UK data protection law, individuals have the following rights:

- To be informed about how their data is used.
- To access a copy of their personal data.
- To request correction of inaccurate or incomplete data.
- To request erasure (in certain circumstances).
- To restrict or object to processing (in certain circumstances).
- To data portability (where applicable).
- To lodge a complaint with the Information Commissioner's Office (ICO) if dissatisfied with how data is handled.

Requests to exercise any of these rights should be made in writing by completing a Subject Access Request by clicking the following link-

[Make your subject access request | ICO](#)

---

## 10. Our Contact Details

Data Protection Officer (DPO)  
London Warrant Enforcement Ltd  
20-22 Wenlock Road, London N1 7GU  
Email: [enquiries@lw-e.co.uk](mailto:enquiries@lw-e.co.uk)

Telephone: 0800 086 9089 or 020 3627 2584

If you are dissatisfied with our response to a data concern, you may contact the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk) or by calling 0303 123 1113.

---

## 11. Policy Review

This statement will be reviewed annually or sooner if required by changes in legislation or business operations. Updates will be published on our website.

---