

# CONTROLACCOUNT PLC

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### **4. RESTRICTIONS OF USE**

In addition to any other restrictions as set out in these terms You agree that:-

- 1) You shall not place false or misleading information on the Website;
- 2) You will not access any Service, information, application or software available via The Website in a manner not expressly permitted by Controlaccount Plc;
- 3) You shall not disguise the origin of information transmitted through the Website;
- 4) You will not input, upload to the Website any information which contains, viruses, trojan horses, worms, time bombs or other computer programming routines that are intended to damage, interfere with, intercept or expropriate any system, The Website, or any information that infringes the intellectual property rights of another;
- 5) Certain areas of The Website are restricted to Clients of Controlaccount Plc.

### **6. Paying through the Controlaccount plc Website**

Controlaccount plc provides an online payment system where You can make payments in a safe and secure environment. In order to use our Payments Portal to make a payment, the "customer" must be an individual or business that can enter into a legally binding contract under the laws of England and Wales. You may not make a payment and may not accept the Terms and Conditions if You are under the age of 18 or are not authorised to enter into such a contract.

The payment offers and service are offered by Controlaccount plc, a company, registered at Compass House, Waterside, Hanbury Road, Bromsgrove B60 4FD registered in England & Wales No. 02765607. VAT Registration No. 945 7589 64. Consumer Credit Licence No. 0350893.

In making a payment through our Payment Portal, You accept the Terms and Conditions which form a legally binding contract between You and us.

All financial offers presented are invitations to treat and do not commit Controlaccount plc to accepting them upon You accepting an offer.

**Payments** made for amounts which do not match the balance outstanding at the time of payment will be treated as part payments unless prior agreement has been made with us to accept a discounted amount.

**Refunds** will only be issued in the event of a technical error with our systems, or in the event that the user has paid over the amount due. Refunds will be made within 5 working days of us being notified of such errors.

**Chargebacks** will be defended, and these terms and conditions will form the part of our defence. If for any reason the payment is successfully reclaimed by Your bank, and is not due to fraudulent use of Your card or due to an error on our part. Your account will be reinstated, and a fee may be applied.

**What happens when You make a payment?**

We will immediately deduct the amount from Your specified account. Your billing statement will indicate a payment to 'Controlaccount plc'.

**If You need to update Your account information**

You should contact us via Telephone using the number on Your letter and speak to an advisor. If You do not have Your letter available You can call 01527 882900 where You will be redirected to the agents dealing with Your account.

**If You wish to make a complaint**

You MUST write to Controlaccount plc, Compass House, Waterside, Hanbury Road, Bromsgrove B60 4FD quoting Your Reference Number and the details of Your complaint. We will aim to respond to You within 7 days and resolve Your complaint within 28 days. Complaints cannot be taken via telephone.

## **7. CONTROLACCOUNT PLC PRIVACY NOTICE**

The Controlaccount Plc Privacy Notice governs the use of Your information collected from You, or provided by You at The Website. With respect to any personal information which is provided by You to Controlaccount Plc, You represent that Controlaccount Plc have obtained all necessary consents for the processing of such personal information, contemplates by the Services You are using and by the Controlaccount Privacy Notice, including the transfer of such data to another country, inside or outside the European Economic Area, where laws may not provide the same level of protection for the personal data as the laws of the country of origin of such individual.

## **8. MODIFICATIONS**

Controlaccount Plc may revise and update these terms and conditions from time to time. Your continued use of the website, after any changes to these terms and conditions of use, will mean You accept these changes. Any aspect of The Website may be changed, supplemented or deleted or updated without notice at the sole discretion of Controlaccount Plc. Controlaccount Plc may establish or change at any time. general practices or policies or limits concerning its products and services in its sole discretion

You should review these terms and conditions periodically.

## **9. CONFIDENTIALITY**

We do not share information we collect about You with external service providers, but may share Your data with the Company that the monies are owed.

## **10. UNAUTHORISED USE**

If You think Your account has been accessed without Your permission, contact us immediately on 01527 882900. We also advise You to contact Your financial institution.