In accordance with Rule 18.7 of the Insolvency (England & Wales) Rules 2016 and Sections 92A, 104A and 192 of the Insolvency Act 1986.

# LIQ03 Notice of progress report in voluntary winding up





08/04/2020 **COMPANIES HOUSE** 

1	Company details					
Company number	0 7 6 9 9 2 9 4	→ Filling in this form Please complete in typescript or in				
Company name in full	Bespoke Interiors Made in Cheshire Limited	bold black capitals.				
2	Liquidator's name					
Full forename(s)	Martin					
Surname	Maloney					
3	Liquidator's address					
Building name/number	Leonard Curtis					
Street	Leonard Curtis House					
	Elms Square, Bury New Road					
Post town	Whitefield					
County/Region	Greater Manchester					
Postcode	M 4 5 7 T A					
Country						
4	Liquidator's name •					
Full forename(s)	Andrew	Other liquidator Use this section to tell us about				
Surname	Poxon	another liquidator.				
5	Liquidator's address @					
Building name/number	Leonard Curtis	Other liquidator Use this section to tell us about				
Street	Leonard Curtis House	another liquidator.				
	Elms Square, Bury New Road					
Post town	Whitefield					
County/Region	Greater Manchester					
Postcode	M 4 5 7 T A					
Country						

LIQ03 Notice of progress report in voluntary winding up

6	Period of progress report		
From date	d 1   d 4   m0   m2   y 2   y 0   y 1   y 9		
To date	$\begin{bmatrix} d & 1 & d & 3 & & & & & & & & & & & & & & & &$		
7	Progress report		
	The progress report is attached		
8	Sign and date		
Liquidator's signature	X X		
Signature date	06 0 4 Y 2 Y 0 Y 2 Y 0		

#### Presenter information

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name Anne Jack Company name **Leonard Curtis** Address Leonard Curtis House Elms Square, Bury New Road Whitefield Post town Greater Manchester County/Region Postcode Country DX Telephone 0161 413 0930

#### ✓ Checklist

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- The company name and number match the information held on the public Register.
- You have attached the required documents.

  You have signed the form.

#### Important information

All information on this form will appear on the public record.

#### Where to send

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House, Crown Way, Cardiff, Wales, CF14 3UZ. DX 33050 Cardiff.

#### Further information

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse



Company Number: 07699294

Former Registered Office and Trading Address:

2nd Floor, Tameside Works Park Road, Dukinfield, Cheshire SK16 5PT

Joint Liquidators' First Progress Report pursuant to Section 104A(1) of the Insolvency Act 1986 (as amended) and Rule 18.3 of the Insolvency (England and Wales) Rules 2016

Report Period: 14 February 2019 to 13 February 2020

6 April 2020

Leonard Curtis
Leonard Curtis House, Elms Square, Bury New Road, Whitefield
Greater Manchester M45 7TA
Tel: 0161 413 0930 Fax: 0161 413 0931
recovery@leonardcurtis.co.uk

Ref: K/26/AJA/BB07Q/1010

#### **CONTENTS**

- 1 Introduction
- 2 Conduct of the Liquidation
- 3 Receipts and Payments Account
- 4 Outcome for Creditors
- 5 Investigations
- 6 Joint Liquidators' Remuneration, Expenses and Disbursements, and Creditors' Rights
- 7 Matters Still to be Dealt With
- 8 Other Matters

#### **APPENDICES**

- A Summary of Joint Liquidators' Receipts and Payments from 14 February 2019 to 13 February 2020
- B Summary of Joint Liquidators' Expenses from 14 February 2019 to 13 February 2020
- C Leonard Curtis Policy Regarding Fees, Expenses and Disbursements
- D Privacy Notice

#### TO ALL MEMBERS, CREDITORS AND THE REGISTRAR OF COMPANIES

#### 1 INTRODUCTION

- 1.1 Martin Maloney and Andrew Poxon were appointed Joint Liquidators of Bespoke Interiors Made in Cheshire Limited ("the Company") on 14 February 2019.
- 1.2 Martin Maloney and Andrew Poxon are authorised to act as insolvency practitioners in the UK by the Institute of Chartered Accountants in England and Wales.
- 1.3 There has been no change in office holder since the date of Liquidation.
- 1.4 This report provides an update on the conduct of the Liquidation for the period from 14 February 2019 to 13 February 2020, as required by Section 104A(1) of the Insolvency Act 1986 (as amended) ("the Act") and Rule 18.3 of the Insolvency (England and Wales) Rules 2016 ("the Rules"). It contains details of the progress made, the expected outcome for creditors and other information that the Joint Liquidators are required to disclose.
- 1.5 All figures are stated net of VAT.

#### 2 CONDUCT OF THE LIQUIDATION

The Company's registered office was initially changed to Leonard Curtis House, Elms Square, Bury New Road, Whitefield, Greater Manchester M45 7TA on 15 March 2019.

#### **Assets Realised**

An offer was received from a connected company, by way of a common directors and shareholders for the purchase of the assets of the Company. The offer of £22,500 was received and recommended for acceptance by independent agents and valuers, Cerberus Asset Management Limited ("CAM"), who had previously valued the assets. The sale was completed and is broken down as follows.

Plant and Machinery

2.3 The statement of affairs listed plant and machinery with an estimated to realise value of £15,000. Consideration totalling £14,600 has been received during the period in respect of this asset as part of the agreed sale.

Office Equipment

Office equipment was estimated to realise £400 as per the statement of affairs. Consideration totalling £400 has been received during the period in respect of this asset as part of the agreed sale.

Debtors

As per the statement of Affairs, debtors of £8,550 were estimated to be realised. £5,000 has been realised during the period and no further funds are anticipated in respect of this category of asset.

Work in Progress

2.6 The estimated to realise valuation for work in progress was noted as uncertain. During the period £2,500 has been received and no further funds are anticipated in this respect.

Balance at Bank

2.7 A total value of £750 was received from the Company's pre-Liquidation bank account, no additional funds will be received in respect of this asset.

Bank Interest

2.8 Bank interest of £12 has been received during the reporting period.

Monies Received in Error

2.9 During the period, £31,882 was paid to the Joint Liquidators' account in error, these funds related to works which had been completed by the purchaser of the assets. As such these funds were subsequently repaid to the correct party.

#### Assets Still to be Realised

2.10 There are no further assets to be realised

#### 3 RECEIPTS AND PAYMENTS ACCOUNT

3.1 A summary of the Joint Liquidators' receipts and payments for the period from 14 February 2019 to 13 February 2020 is attached at Appendix A.

#### 4 OUTCOME FOR CREDITORS

#### **Secured Creditors**

4.1 There are no secured creditors.

#### **Preferential Creditors**

- 4.2 At the date of Liquidation, no preferential claims were anticipated.
- 4.3 No claims have been received to date.

#### **Prescribed Part**

4.4 There is no floating charge creditor and, as a consequence, there is no requirement to pay a prescribed part dividend.

#### **Ordinary Unsecured Creditors**

- 4.5 At the date of Liquidation, there were 47 unsecured creditors, with estimated claims totalling £177,622. To date, creditor claims total £304,127.
- 4.6 The funds realised have already been distributed or used or allocated for paying the expenses of the Liquidation. As a result, there will be no dividend to ordinary unsecured creditors.

4.7 The Joint Liquidators have collated and acknowledged (where requested) the claims of the ordinary unsecured creditors, although, in view of the fact that there will be no distribution to this class of creditor, unsecured claims have not been formally agreed.

#### 5 INVESTIGATIONS

- 5.1 Following their appointment, the Joint Liquidators considered the information acquired in the course of appraising and realising the business and assets of the Company, together with information provided by the Company's directors and its creditors, to identify any further possible realisations for the estate and what further investigations, if any, might be appropriate.
- 5.2 That assessment did not identify any possible further realisations. In addition, the Joint Liquidators concluded that no further investigations were required. If, however, any creditor is aware of any particular matters which they consider require investigation, they should send full details to this office.
- 5.3 Notwithstanding the above, the Joint Liquidators have complied with their statutory obligations under the Company Directors Disqualification Act 1986 and the appropriate report has been submitted to the relevant authority.

### 6 JOINT LIQUIDATORS' REMUNERATION, EXPENSES AND DISBURSEMENTS, AND CREDITORS' RIGHTS

#### Remuneration

- A fee of £12,500 for the preparation of the statement of affairs was approved by creditors on 14 February 2019. From this balance £2,500 has been paid to the Company's former accountants, Thompson Wright Chartered Accountants & Business Advisers ("Thompson Wright") for their assistance with the preparation of the statement of affairs.
- No resolution was proposed to creditors in respect of the Joint Liquidators' remuneration. Based on present information, the Company has sufficient assets to enable the payment of any Joint Liquidators' remuneration from the estate. A request for creditors to approve the drawing of Joint Liquidators' remuneration will follow in due course, under separate cover.

#### **Expenses and Disbursements**

- 6.3 A summary of the Joint Liquidators' expenses from 14 February 2019 to 13 February 2020 is attached at Appendix B. To assist creditors' understanding of this information, it has been separated into the following two categories:
  - Standard Expenses: this category includes expenses payable by virtue of the nature of the Liquidation process and / or payable in order to comply with legal or regulatory requirements.
  - Case Specific Expenses: this category includes expenses likely to be payable by the Joint
    Liquidators in carrying out their duties in dealing with issues arising in this particular Liquidation.
    Included within this category are costs that are directly referable to the Liquidation but are not
    paid to an independent third party (and which may include an element of allocated costs). These
    are known as 'category 2 disbursements' and they may not be drawn without creditor approval.
- 6.4 No resolution was proposed to creditors with regard to the Joint Liquidators' category 2 disbursements.

- Attached at Appendix C is additional information in relation to the firm's policy on staffing, the use of subcontractors, disbursements and details of current charge-out rates by staff grade. Please be aware that the firm's charge out rates have been amended with effect from 1 August 2019.
- 6.6 During the Liquidation, the following professional advisors and / or subcontractors have been used:

Name of Professional Advisor	Service Provided	Basis of Fees
CAM	Asset valuation and assistance with the	Fixed fee
	sale of the assets to the purchaser	
Thompson Wright	Assistance with the preparation of the statement of affairs	Fixed Fee

#### CAM

- 6.7 CAM has substantial experience in managing asset sales and has specific sector product knowledge of the types of assets operated by the Company. CAM also has a long standing history of assisting insolvency practices with business and asset sales and are supported by a team of RICS registered professionals.
- 6.8 CAM were instructed to assess and value the Company's assets and to assist with the sale of the assets to the purchaser.

Thompson Wright

6.9 Thompson Wright were instructed to assist with the preparation of the Statement of Affairs for the Company. Thompson Wright were the former accountants for the Company and had the relevant knowledge and information in respect of the Company's financial position to provide efficient assistance with the statement of affairs.

#### Creditors' Rights

- Under Rule 18.9 of the Rules, within 21 days of receipt of this report, a secured creditor, or an unsecured creditor with either the concurrence of at least five per cent in value of the unsecured creditors (including the creditor in question), or with the permission of the court, may request in writing that the Joint Liquidators provide further information about their remuneration or expenses which have been itemised in this report.
- Under Rule 18.34 of the Rules, any secured creditor, or any unsecured creditor with either the concurrence of at least 10 per cent in value of the unsecured creditors (including that creditor), or the permission of the court, may within eight weeks of receipt of the progress report that first reports the fee basis, the charging of the remuneration or the incurring of the expenses in question, make an application to court on the grounds that, in all the circumstances, the basis fixed for the Joint Liquidators' remuneration is inappropriate and/or the remuneration charged or the expenses incurred by the Joint Liquidators, as set out in the progress report, are excessive.
- Unless the court orders otherwise, the costs of the application shall be paid by the applicant and are not payable as an expense of the Liquidation.

#### 7 MATTERS STILL TO BE DEALT WITH

- 7.1 Matters still to be dealt with before conclusion of the Liquidation include the following:
  - Seek approval from creditors to draw Joint Liquidators' fees; and
  - The unpaid statement of affairs fee, remuneration and expenses will need to be paid.

#### 8 OTHER MATTERS

8.1 For your information, a creditor's guide to liquidators' fees, (Version 4 – April 2017) which sets out the rights of creditors and other interested parties under the insolvency legislation, may be accessed from the following website via the link below:

https://www.r3.org.uk/what-we-do/publications/professional/fees

- 8.2 If you would prefer this to be sent to you in hard copy form, please contact Anne Jack of this office on 0161 413 0930.
- 8.3 Creditors are also encouraged to visit the following website, which provides a step by step guide designed to help creditors navigate through an insolvency process:

http://www.creditorinsolvencyguide.co.uk

8.4 The Joint Liquidators are bound by the Insolvency Code of Ethics, which can be found at:

https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics

#### **Data Protection**

When submitting details of your claim in the Liquidation, you may disclose personal data to the Joint Liquidators. The processing of personal data is regulated in the UK by the General Data Protection Regulation EU 2016/679 as supplemented by the Data Protection Act 2018, together with other laws which relate to privacy and electronic communications. The Joint Liquidators act as Data Controllers in respect of personal data they obtain in relation to this Liquidation and are therefore responsible for complying with Data Protection Law in respect of any personal data they process. The Joint Liquidators' privacy notice, which is attached to this report at Appendix D, explains how they process your personal data. Terms used in this clause bear the same meanings as are ascribed to them in Data Protection Law.

Yours faithfully

MARTIN MALONEY
JOINT LIQUIDATOR

Martin Maloney and Andrew Poxon are authorised to act as insolvency practitioners in the UK by the Institute of Chartered Accountants in England and Wales under office holder numbers 9628 and 8620, respectively

#### **APPENDIX A**

## SUMMARY OF JOINT LIQUIDATORS' RECEIPTS AND PAYMENTS FROM 14 FEBRUARY 2019 TO 13 FEBRUARY 2020

	Estimated to Realise £	As at 13 February 2020 £
RECEIPTS		
Plant and Machinery	15,000	14,600.00
Office Equipment	400	400.00
Debtors	8,550	5,000.00
Work In Progress	Uncertain	2,500.00
	23,950	22,500.00
Monies Received in Error		31,882.59
Balance at Bank		750.00
Bank Interest		12.56
		55,145.15
PAYMENTS		
Monies Received in Error		31,882.59
Agents' Fees and Expenses		2,000.00
Other Professional Fees		2,500.00
Advertising		171.90
AML Checks		15.00
Software Licence		87.00
Upload Fees		14.00
Bond		90.00
		36,760.49
		18,384.66
MADE UP AS FOLLOWS		
Balance at Bank		21,909.08
VAT Control Account		(3,524.42)
		18,384.66

#### **APPENDIX B**

#### SUMMARY OF JOINT LIQUIDATORS' EXPENSES FROM 14 FEBRUARY 2019 TO 13 FEBRUARY 2020

#### **Standard Expenses**

Туре	Charged by	Description	Total Amount Incurred to Date £	Amount Incurred in This Period £	Amount Paid £	Amount Unpaid £
AML Checks	Business Tax Centre	Electronic client verification	15.00	15.00	15.00	
Bond Fee	AUA Insolvency Risk Services	Insurance bond	90.00	90.00	90.00	-
Document Hosting	Pelstar	Hosting of documents for creditors	14.00	14.00	14.00	-
Software Licence Fee	Pelstar	Case management system licence fee	87.00	87.00	87.00	-
Statutory Advertising	Courts Advertising	Advertising	171.90	171.90	171.90	-
Storage Fees	Auctus	Storage and destruction of the company's books and records	10.98	10.98	-	10.98
		Total standard expenses	388.88	388.88	377.90	10.98

#### **Case Specific Expenses**

Туре	Charged by	Description	Total Amount Incurred to Date £	Amount Incurred in This Period £	Amount Paid £	Amount Unpaid £
Agents' Fees and Expenses	Cerberus Asset Management Limited	Asset valuation and assistance with the sale of the assets	2,000.00	2,000.00	2,000.00	-
Professional Fees	Thompson Wright	Assistance with Statement of Affairs	2,500.00	2,500.00	2,500.00	-
Mileage		Mileage in respect of the case	10.50	10.50	-	10.50
		Total case specific expenses	4,510.50	4,510.50	4,500.00	10.50

APPENDIX C

#### LEONARD CURTIS POLICY REGARDING FEES, EXPENSES AND DISBURSEMENTS

The following Leonard Curtis policy information is considered to be relevant to creditors

#### Staff Allocation and Charge Out Rates

We take an objective and practical approach to each assignment which includes active director involvement from the outset. Other members of staff will be assigned on the basis of experience and specific skills to match the needs of the case. Time spent by secretarial and other support staff on specific case related matters, e.g. report despatching, is not charged.

Where it has been agreed by resolution that the office holders' remuneration will be calculated by reference to the time properly given by the office holders and their staff in attending to matters as set out in a fees estimate, then such remuneration will be calculated in units of 6 minutes at the standard hourly rates given below. In cases of exceptional complexity or risk, the insolvency practitioner reserves the right to obtain authority from the appropriate body of creditors that their remuneration on such time shall be charged at the higher complex rate given below.

The following hourly charge out rates apply to all assignments undertaken by Leonard Curtis:

6 Jan 2014 onwards	Standard	Complex	1 Aug 2019 onwards	Standard	Complex
	£	£		£	£
Director	450	562	Director	525	656
Senior Manager	410	512	Senior Manager	445	556
Manager 1	365	456	Manager 1	395	494
Manager 2	320	400	Manager 2	345	431
Administrator 1	260	325	Administrator 1	280	350
Administrator 2	230	287	Administrator 2	250	313
Administrator 3	210	262	Administrator 3	230	288
Administrator 4	150	187	Administrator 4	165	206
Support	0	0	Support	0	0

Office holders' remuneration may include costs incurred by the firm's in-house legal team, who may be used for non-contentious matters pertaining to the insolvency appointment.

#### Subcontractors

Where we subcontract out work that could otherwise be carried out by the office holder or his/her staff, this will be drawn to the attention of creditors in any report which incorporates a request for approval of the basis upon which remuneration may be charged. An explanation of why the work has been subcontracted out will also be provided.

#### **Professional Advisors**

Details of any professional advisor(s) used will be given in reports to creditors. Unless otherwise indicated the fee arrangement for each is based on hourly charge out rates, which are reviewed on a regular basis, together with the recovery of relevant disbursements.

The choice of professional advisors is based around a number of factors including, but not restricted to, their expertise in a particular field, the complexity or otherwise of the assignment and their geographic location.

#### **Expenses**

We are required to provide creditors with an estimate of the expenses we expect to be incurred in respect of an assignment and report back to them on actual expenses incurred and paid in our periodic progress reports. There are two broad categories of expenses: standard expenses and case specific expenses. These are explained in more detail below:

a) Standard Expenses – this category includes expenses which are payable in order to comply with legal or regulatory requirements and therefore will generally be incurred on every case. They will include:

Туре	Description	Amount		
AML checks	Electronic client verification in compliance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017	£5.00 plus VAT per search		
Bond / Bordereau fee	Insurance bond to protect the insolvent entity against and losses suffered as a result of the fraud or dishonesty of the IP	£10.00 to £1,200.00 dependent on value of assets within case		
Company searches	Extraction of company information from Companies House	£1.00 per document unless document of be accessed via the free service		
Document hosting	Hosting of documents for creditors/shareholders. Cost	Type First 100 Every addtl 10		
	per upload, plus VAT.	ADM £14.00 £1.40		
		CVL £7.00 £0.70		
		MVL £7.00 £0.70		
		CPL £7.00 £0.70		
		CVA £10.00 £1.00		
		BKY £10.00 £1.00		
	<u>.</u>	IVA £10 p.a. or £25 for life of case		
Post re-direction	Redirection of post from Company's premises to office- holders' address	0-3 months £204.00 3-6 months £303.00 6-12 months £490.00		
Software Licence fee	Payable to software provider for use of case management system	£87.00 plus VAT per case		
Statutory advertising	Advertising of appointment, notice of meetings etc.  - London Gazette - Other	£91.80 - £102.00 plus VAT per advert Dependent upon advert and publication		
Storage costs	Costs of storage of case books and records	£5.07 plus VAT per box per annum pl handling charges		

b) Case-specific expenses – this category includes expenses (other than office-holders' fees) which are likely to be payable on every case but which will vary depending upon the nature and complexity of the case and the assets to be realised. They will include:

Туре	Description	Amount
Agents' fees	Costs of appointed agents in valuing and realising assets	Time costs plus disbursements plus VAT
Debt Collection fees	Costs of appointed debt collectors in realising debts	Generally agreed as a % of realisations plus disbursements plus VAT
Legal fees	Costs of externally appointed solicitors. Will generally comprise advice on validity of appointment, drafting of sale contracts, advice on retention of title issues and advice on any reviewable transactions.	Time costs plus disbursements plus VAT
Other disbursements	See disbursements section below	See disbursements section below

#### Disbursements

Included within both of the above categories of expenses are disbursements, being amounts paid firstly by Leonard Curtis on behalf of the insolvent entity and then recovered from the entity at a later stage. These are described as Category 1 and Category 2 disbursements.

- a) Category 1 disbursements: These are costs where there is specific expenditure directly referable both to the appointment in question and a payment to an independent third party. These may include, for example, advertising, room hire, storage, postage, telephone charges, travel expenses (excl. mileage), and equivalent costs reimbursed to the office holder or his or her staff. Category 1 disbursements may be drawn without prior approval.
- b) Category 2 disbursements: These are costs that are directly referable to the appointment in question but not to a payment to an independent third party. They may include shared or allocated costs that can be allocated to the appointment on a proper and reasonable basis, for example, business mileage. In the event of charging for category 2 disbursements the following items of expenditure are recharged on this basis and are believed to be in line with the cost of external provision:

Internal photocopying General stationery, postage, telephone etc Storage of office files (6 years) Business mileage 10p per copy £100 per 100 creditors/ members or part thereof £81.25 per box 45p per mile

Category 2 disbursements may be drawn if they have been approved in the same manner as an office holder's remuneration.

APPENDIX D

#### PRIVACY NOTICE FOR CREDITORS

#### Information we collect and hold about you

By requesting details of your claim in this insolvency, we may collect Personal Data from you, particularly if you are a consumer creditor, a sole trader or are lodging a claim in your personal capacity.

Personal Data is information relating to a living individual. Whenever Personal Data is processed, collected, recorded, stored or disposed of it must be done within the terms of the General Data Protection Regulation ("the GDPR"). Examples of Personal Data include but may not be limited to your name, address, telephone number and email contact details.

If you do not provide us with the information we require, this may adversely affect our ability to deal with your claim, but we would ask you not to submit more Personal Data than we request from you.

#### Legal justification for processing your Personal Data

The processing of your Personal Data by us is necessary to enable us to comply with legal obligations under the Insolvency Act 1986 and associated legislation which we are subject to as Insolvency Practitioners.

#### How we use your information

All information you supply to us is required to enable us to comply with our duties under the Insolvency Act 1986 and associated legislation. It will be used to enable us to assess the extent of the insolvent entity's liabilities, to allow you to vote on any decision procedures, to enable us to communicate with you, to process your claim and to pay any dividends which may be due to you from the insolvent estate.

#### Who we share your information with

We may be required to share some of your Personal Data with other creditors. The data which will be shared with other creditors will be limited to that specifically required to be disclosed under insolvency legislation.

We may share some of your information with our Data Processors. Data Processors include solicitors, accountants and employment law specialists who assist us with our duties where required. We will only share your information with our Data Processors if we require their specialist advice. All of our Data Processors are subject to written contracts with us to ensure that your Personal Data is processed only in accordance with the GDPR.

#### How long will we hold your Personal Data for?

We will need to hold your Personal Data for a period of time after the insolvency has been concluded. This is to enable us to deal with any queries which might arise. Our Records Management Policy requires us to destroy our physical files 6 years after closure of the case. Electronic data files will be removed from our Case Management System 6 years after conclusion of the case but may be held on our server for a longer period of time but with restricted access.

#### Your rights in respect of your Personal Data

You have the right to request access to your Personal Data and to require it to be corrected or erased. You also have the right to request a restriction in the way we process your Personal Data or to object to its processing. You should be aware however that we may not be able to comply with your request if this would affect our ability to comply with our legal obligations.

You have the right to Data Portability. This is a right to have the Personal Data we hold about you to be provided to you in a commonly used and machine-readable format so that you can transfer that Data to another organisation in a way that is not too onerous to upload the Data.

#### Your right to complain

You have the right to be confident that we are handling your Personal Data responsibly and in line with good practice. If you have a concern about the way we are handling your Personal Data you should contact our Privacy Manager in the first instance.

If you are unable to resolve your concerns with us, you have the right to complain to the Information Commissioners' Office. The Information Commissioner can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire SK6 5AF or on 0303 123 1113.

#### Contacting us

If you have any questions relating to the processing of your Personal Data, please write to our Privacy Manager at Leonard Curtis, 5th Floor, Grove House, 248A Marylebone Road, London NW1 6BB Alternatively our Privacy Manager can be contacted by telephone on 0207 535 7000 or by email: privacy@leonardcurtis.co.uk.

**Data Controller: LEONARD CURTIS**