

KeySure Terms and Conditions

By registering for an account with KeySure you agree to be bound by these terms and conditions. These terms and conditions are subject to change and will be updated on our website key-sure.co.uk/termsandconditions.

Who provides this service?

The KeySure service is provided to you by KeySure. KeySure is a trading name of Union Income Ltd a company registered in England and Wales, no. 06595562, registered address 4th Floor, 7/10 Chandos Street, London W1G 9DQ

What is the service?

KeySure provides a simple service to allow lost keys to be returned to their owner.

How does it work?

- You register your contact details with KeySure who assign you a reference number.
- You are issued with a key tag that displays the reference number and can be attached to your keys.
- Should you lose your keys then anyone who finds them can contact KeySure, so that we can arrange for them to be collected and returned safely to you.
- A courier will be sent to collect your keys from the finder and return them to KeySure. Once we have validated the key tag and your reference number, we will contact you in order to arrange return of the keys.

How long is your account valid?

Your account is valid for 12 months from the date you register. Your account will need to be renewed each year to remain active. Once your account expires KeySure will no longer be responsible for contacting you regarding lost keys.

Your account can be cancelled at any time. In the event a fee has been paid there will be no refund provided.

Limitation of Liability

"Account Holder" means the individual who has registered for the KeySure service. KeySure will return to the registered Account Holder any keys that are notified to us by the finder and that have a valid Key Tag attached. The keys will be returned to the Registered Address. It is the responsibility of the Account Holder to keep their address details up to date.

KeySure contact details

KeySure, 39-51 Highgate Road, London NW5 1RT • Tel: 0800 014 7025 • Email: customerservices@unionincome.co.uk

KeySure accept no responsibility for delivery of keys to an out of date address, if no change of address has been notified by the Account Holder or if incorrect address information was provided by the Account Holder. You are responsible for the security of your account details and must notify KeySure of any unauthorised usage. You are responsible for keeping your account details up to date.

Notification of any change of address must be provided to KeySure on the contact details below. No change of address will be valid unless confirmation of the change is sent by KeySure to the Account Holder.

You are responsible for monitoring the condition of your key tag and ensuring the unique code and the KeySure contact details are readable. Please contact KeySure for a replacement tag if necessary.

Each customer is allowed a 12 months free account. KeySure reserves the right to charge a fee for subsequent years.

KeySure accepts no liability for any damage caused by the key tag.

You agree that registering for an account and use of the KeySure service is at your sole risk.

Fair usage policy

KeySure will return keys up to 3 times in any 12-month period free of charge. Should keys be lost more than 3 times in any 12-month period KeySure will not be liable to collect or return the keys.

KeySure contact details

KeySure

Post: 39/51 Highgate Road, London NW5 1RT • Tel: 0800 014 7025

Email: customerservices@unionincome.co.uk

Data Protection Notice

The information that you provide will be used by KeySure to administer your KeySure account, to notify you in the event that your keys with valid KeySure key tag are notified to us as found and in order for us to return your keys to you.

We will store and process your data inline with our privacy policy which you can read on our website: <http://embignell.com/privacy-policy> or we can send to you if you request a copy by post. This will set out in detail what we do with your information and sets out your rights.

Data Protection Notice

The Personal Information you provide.

Union Income Ltd, the administrator of your prepaid card/rewards account is a joint data controller (as defined in the Data Protection Act 1998 and any successor regulation (DPA)) and fully accept the responsibility of protecting the privacy of customers and the confidentiality and security of personal information provided to either party. In this notice, Personal Information is personal data (as defined in the DPA) and means any information that identifies an individual and includes any sensitive personal information (e.g. information about health or medical condition(s)).

Where this notice refers to you or your Personal Information, this will include any information that identifies another person whose information you have provided to us. We will assume that they have appointed you to act for them. You agree to receive on their behalf any data protection notices from us.

Your Personal Information will be used for the purpose of providing our services. By providing Personal Information, you consent that your Personal Information, will be used by us, the service providers/ business partners, and our agents for administration, customer service, assistance services, customer profiling, and for management and audit of our business operations. We may also pass your Personal Information to regulatory and law enforcement bodies for the prevention of fraud, financial crime or where the law requires us to do so. We will not share your Personal Information unless you or your nominated personal representative have provided explicit consent or we are required to do so by law. We may transfer your Personal Information to countries outside the EEA which may not have the same level of data protection as in the United Kingdom but if this is necessary it will be ensured that appropriate safeguards are in place to protect your Personal Information. If you ask us what Personal Information is held about you it will be provided to you in accordance with applicable law. No fee will be charged for this. Any Personal Information which is found to be incorrect will be corrected promptly.

We may monitor and/ or record your communication with us either ourselves or

using reputable organisations selected by us, to ensure consistent servicing levels and account operation. We will keep information about you only for so long as it is appropriate. We will not use your personal details in order to provide you with marketing, discounts or pricing unless you have given your explicit consent to allow us to use this information for these purposes. If you wish to unsubscribe from our marketing communications please contact us on the details below quoting your name, address, telephone number and email address.

You have the right to ask us to delete your Personal Information or cease processing it at any time, however we may not be able to do this if we require your Personal Information in respect of our contract with you.

We have a dedicated Data Protection Officer who you can contact for any queries or to exercise any of your rights under data protection regulations including: data subject access requests, correcting your information, making a complaint. If you believe we are holding inaccurate information about you or wish to request a copy of your information, you should contact us. Union Income Ltd is a group company of Embignell Ltd.

Contact Details:

Data Protection Officer

By email: dataprotection@embignell.com

By post: Data Protection Team, Embignell Ltd.

39/51 Highgate Road, London, NW5 1RT

We will provide the information that you have requested in a suitable format to meet your requirements.

If the administrator cannot resolve the complaint to your satisfaction, you can contact the Information Commissioner's Office who are the Supervisory Authority in the UK protecting the rights of individuals under current Data Protection regulations
Website: <https://ico.org.uk/>
By telephone: 0303 123 1113