

KPEA (UK) LIMITED - PRIVACY NOTICE

Last Updated: July 2026

1. INTRODUCTION

KPEA (UK) Limited ("KPEA", "we", "us" or "our") is committed to protecting and respecting personal data and complying with the UK General Data Protection Regulation ("UK GDPR"), the Data Protection Act 2018 and other applicable data protection legislation.

Our services include process serving, tracing services, investigations, surveillance and observation assignments, road traffic investigations, witness interviewing, status reporting, transcription services and other legal support services.

2. WHO WE ARE

KPEA (UK) Limited is registered in England and Wales under company number 05720243.

KPEA is registered with the Information Commissioner's Office under registration number ZA372096.

Data Protection Lead: Lorna Bevins
Email: enq@keithparsons.co.uk

3. PERSONAL DATA WE COLLECT

We may process names, addresses, dates of birth, contact details, employment information, financial information, family information, vehicle information, investigation reports, process serving records, photographs, video recordings, witness statements, litigation-related information and information obtained from publicly available sources.

4. HOW WE OBTAIN PERSONAL DATA

We obtain personal data from solicitors, law firms, corporate clients, insurers, local authorities, private clients, approved agents, public registers, open-source intelligence sources, publicly available records, individuals who contact us directly and information gathered during investigations.

4A. INFORMATION OBTAINED INDIRECTLY

In many cases, KPEA does not obtain personal data directly from the individual concerned.

Personal data may be obtained from solicitors and legal professionals, commercial organisations, insurers, local authorities, approved agents, publicly available sources, open-source intelligence, public registers and other lawful third-party sources.

Under Article 14 UK GDPR, individuals are generally entitled to be informed when their personal data is obtained indirectly. However, UK GDPR and the Data Protection Act 2018 recognise

circumstances where providing such information is not required or may be restricted.

KPEA may rely upon applicable exemptions where providing a privacy notice would involve disproportionate effort, prejudice the prevention or detection of crime, prejudice legal claims, prejudice ongoing investigations, conflict with legal obligations or otherwise fall within a statutory exemption.

5. WHY WE PROCESS PERSONAL DATA

We process personal data to carry out client instructions, locate individuals, serve legal documents, conduct investigations, undertake surveillance and observations, produce reports and evidence, verify information, establish, exercise or defend legal claims, prevent fraud, support debt recovery, maintain business records and respond to enquiries.

6. LAWFUL BASIS FOR PROCESSING

We process personal data under contract, legal obligation, legitimate interests, legal claims and other lawful bases permitted by UK GDPR and the Data Protection Act 2018.

7. CONTROLLER AND PROCESSOR STATUS

Depending upon the instruction, KPEA may act as either a Data Processor or an Independent Data Controller.

8. SHARING PERSONAL DATA

We may share personal data with solicitors, barristers, courts, approved process servers, approved tracing agents, approved investigators, insurers, regulators, government agencies, law enforcement agencies, professional advisers and IT providers where necessary and lawful.

9. SURVEILLANCE AND INVESTIGATIONS

Such processing is undertaken only where lawful, necessary, proportionate and subject to appropriate safeguards.

10. SECURITY OF PERSONAL DATA

KPEA uses Microsoft 365 Business Premium, Microsoft OneDrive for Business, multi-factor authentication, BitLocker device encryption, Microsoft Defender security controls, firewalls, anti-malware protection, restricted access permissions and secure disposal procedures.

Paper records are stored in locked fire-resistant filing cabinets within secure office premises with restricted access.

11. INTERNATIONAL TRANSFERS

Where personal data is transferred outside the United Kingdom, appropriate safeguards will be implemented in accordance with UK GDPR.

12. RETENTION OF PERSONAL DATA

Case files are generally retained for ten years following closure of the matter. Data may be retained longer where required by law, regulatory requirements or legal claims.

13. YOUR RIGHTS

Individuals have rights including access, rectification, erasure, restriction, objection and data portability where applicable.

Not all rights apply in every circumstance. KPEA may refuse, restrict or defer compliance where an exemption applies under UK GDPR or the Data Protection Act 2018, including crime prevention, legal proceedings, legal professional privilege, regulatory functions, protection of others' rights or the establishment, exercise or defence of legal claims.

14. SUBJECT ACCESS REQUESTS

Requests should be submitted to enq@keithparsons.co.uk. Proof of identity may be required.

15. COMPLAINTS

If you remain dissatisfied after contacting KPEA, you may complain to the Information Commissioner's Office.

16. WEBSITE AND COOKIES

Our website may use cookies and similar technologies to improve functionality, analyse website traffic and enhance user experience.

17. CHANGES TO THIS PRIVACY NOTICE

We may update this Privacy Notice from time to time.