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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 0845 680 8783 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.

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.

Unauthorised Use

If you think your account has been accessed without your permission, contact us immediately on 0845 680 8783. We also advise you to contact your financial institution.

Subject Access Requests

Under the UK Data Protection Act, You have the right to ask us to see the personal information that we hold about you (this is known as a 'subject access request') by writing to us.

We may charge you a Subject Access Request Fee. Information regarding subject access Requests can be found at www.ico.gov.uk We will generally respond to a subject access request within 28 calendar days of receiving: (a) the Subject Access Request Fee; (b) information that We need in order to identify You; and (c) the information You need.