

RECHECK PROCEDURE FOR TRACE

IN ACCORDANCE WITH OUR TERMS AND CONDITIONS

- 1 Due to the transient nature of the subjects we sometimes deal with, we can only guarantee our reports for a number of days.
- 2 All rechecks should be requested within seven days of the date of the report unless otherwise agreed.
- 3 Please note our file notes will only be retained for 28 days and thereafter securely destroyed in accordance with our ISO2701 policy around GDPR.
- 4 All information is provided to you on the strict understanding that it will not be passed to any third parties without our express written consent.
- 5 If the information is incorrect and no new information can be established, then we raise a full credit providing the invoice has been settled. If the invoice has not been paid then we will raise an internal credit.
- 6 If new information is established and the original information is / was out of date, then we will provide this information free of charge at no additional cost, dependent on the investigations this at our discretion.
- 7 If the information was correct at the time and new information is established then this is normally charged (dependant on the investigations) and our agreement with you
- 8 If the information is correct and is still correct on rechecking and the subjects are being shielded, then a further administration charge is made this is to cover associated costs with the investigation. This will normally be the cost of the original enquiry but again at our discretion.
- 9 On rechecking, all original working notes are disregarded, and the instruction is placed with a new investigator to recheck. Regrettably, there is a cost associated with such enquiries.
- 10 Please note this procedure is designed as a guide and may vary from time to time.
- 11 Please note we have a recheck rate of below 5 %.
- 12 Please also note we are always happy to look at file notes if these have been retained, before rechecking this may give you the answer you need.