

Privacy Policy

Last updated: August 2026

Merseybank Business Centre is a trading name of **Invest ML Ltd** ("we", "us" or "our"). We operate Merseybank Business Centre from **55–57 Seabank Road, Wallasey, Wirral, CH45 7PA**.

Invest ML Ltd is responsible for the personal information we collect and use in connection with Merseybank Business Centre, our website and the services we provide.

Information we collect

Depending on the services you use, we may collect:

- your name, address, telephone number and email address;
- your business or company details;
- identification documents and proof of address where required;
- information required for identity, compliance and anti-money laundering checks;
- payment, billing and transaction information;
- enquiries and other communications with us;
- information relating to your serviced office, virtual office, room or studio booking;
- mail, parcel and forwarding information where you use our virtual office services;
- access information relating to use of the Business Centre; and
- technical information about use of our website, including IP address and cookie information.

Some of the information described in this policy, including identification documents and compliance checks, may be provided to us directly, by email or in person, rather than through this website.

How we use your information

We use personal information to:

- respond to enquiries and applications;
- provide and administer serviced offices, virtual offices, meeting rooms and other services;
- manage customer accounts, payments and bookings;
- receive, store, scan, forward or arrange collection of mail and parcels in accordance with the service you have chosen;
- send scanned mail to you by email or WhatsApp where requested;
- provide telephone and call-forwarding services where included in your package;
- verify identities and carry out required customer and compliance checks;
- manage access to and security of the Business Centre;
- prevent fraud, misuse of our address and other unlawful activity;
- meet our legal and regulatory obligations; and
- operate, secure and improve our website and services.

We process personal information where this is necessary to perform our contract with you, comply with a legal obligation, pursue our legitimate business interests or where you have given your consent.

Identification and compliance checks

Virtual office customers may be required to provide photographic identification, proof of address and other information reasonably required for identity verification and regulatory compliance.

We may carry out appropriate checks before activating a virtual office or allowing our address to be used as a registered office, director's service address or business address.

We may refuse, suspend or terminate a service where required for legal or regulatory reasons or where we reasonably suspect that our address or services are being misused.

Mail handling

Where you use our virtual office services, we may receive and handle mail or parcels addressed to you or your business.

Depending on your package and instructions, mail may be securely stored for collection, scanned and sent to you electronically, or forwarded to an address provided by you.

Where you ask us to send scanned mail using WhatsApp, the information will also be processed through that service. If you prefer not to receive personal or confidential correspondence through WhatsApp, you should select another available delivery method.

We only allow authorised staff to handle customer mail.

Building access and fingerprint data

Merseybank Business Centre may use fingerprint recognition to provide authorised serviced-office customers with access to the building.

Fingerprint information used for identification is treated as particularly sensitive personal information. Where biometric identification is used, we will handle it securely, restrict access to it and use it only for access and security purposes.

Where required by data protection law, we will obtain explicit consent or rely upon another appropriate legal condition before processing biometric information.

Where an alternative access method such as a fob is available, details can be provided on request.

Sharing your information

We do **not sell your personal information**.

We may share information where reasonably necessary with organisations that help us provide our services, such as payment, IT, website, communications, accounting, identity-verification and mail or delivery providers.

We may also disclose information to HMRC, Companies House, law enforcement agencies, regulators or other public authorities where required or permitted by law.

We only share personal information where necessary to provide our services, operate our business or comply with our legal and regulatory obligations.

How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected and to meet our legal, regulatory, accounting and business requirements.

Identification and customer due-diligence records may need to be retained for a period after a virtual office service ends where required by law.

Your rights

Under UK data protection law, you may have rights to:

- access the personal information we hold about you;
- have inaccurate information corrected;
- request deletion of your information in certain circumstances;
- restrict or object to certain uses of your information;
- request transfer of certain information; and

- withdraw consent where we rely on your consent.

These rights are subject to applicable legal requirements and exceptions.

To exercise your rights, please contact us using the details below.

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you are unhappy with how we have handled your personal information.

Security

We take appropriate technical and organisational measures to protect personal information from unauthorised access, loss, misuse, alteration or disclosure.

Contact us

For questions about this Privacy Policy or your personal information, please contact:

Invest ML Ltd trading as Merseybank Business Centre

55–57 Seabank Road

Wallasey

Wirral

CH45 7PA

Email: info@merseybank.co.uk

Telephone: 0151 459 8102

We may update this Privacy Policy from time to time. The current version will be published on our website.