



Privacy Policy
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Privacy Policy

About VSID Verify

VSID Verify (“VSID”) is a digital onboarding platform that is used by professional organisations to carry out various online processes including; electronic signature exchange, document management and identity verification. It is owned by VSID RegTech Group Ltd, T/A VSID, and registered with the Information Commissioners Office (ICO) number ZB321994. We take privacy very seriously and always strive to protect your personal information as required under the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

Please read this privacy notice very carefully

1. People who use our services

VSID offers numerous services. We must hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received. When people do subscribe to our services, they can cancel their subscription at any time and are given an effortless way of doing this. We may use your data for the following purposes:

- To enable us to fulfil contractual and regulatory obligations
- To carry out identity or background screening checks on behalf of relying parties as part of our service
- To allow you to participate in interactive features of our service, when you choose to do so
- To allow you to participate in our competitions and promotions, when you choose to do so
- To notify you about changes to our service
- To share with third party processors subject to your permission

2. Types of personal information collected by VSID

Identity checks are carried out by us on behalf of our relying parties and as such we need to collect certain information to provide this service. For the purposes of the General Data Protection Regulation as incorporated into UK law by the Data Protection Act 2018 (GDPR), VSID takes the role of Data Controller. As a Government listed Digital Verification Service we are bound by the Digital Identity and Attributes Trust Framework (DIATF Gamma 0.4) as overseen by OfDIA and must follow Cifas rules for fraud reporting.

The personal information we have collected from you for identity checks will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found via this [link](#).

For other VSID services, unrelated to identity verification, such as eSignatures, it is our clients (relying parties) who are the Data Controllers of your information and VSID is the Data

Processor for the purposes of the General Data Protection Regulation as incorporated into UK law by the Data Protection Act 2018 (GDPR).

Some or all of the following information may be processed by us depending on which service or verification procedure our client has instructed us to carry out:

Contact information

Name

Address

Email address

Sex

Date of birth

Nationality

Associated Third Party information eg. family members

Passport information

Driving license number

Identity card number

HR information

PEP and Sanctions information

Adverse media

Bank details

Company Director information

Company ownership details

3. Obtaining and processing your information

Our clients will pass your information to us once you have given them permission to do so for the purposes mutually agreed with them. You will receive a hyperlink so that you can submit your information to us and we use that information to facilitate the application of eSignatures or carry out identity or background screening checks on their behalf.

We process this information for one or more of the following reasons:

To facilitate the electronic signing of documents (eSignatures)

Customer screening (Know Your Client “KYC” and Know Your Business “KYB” Checks)

Anti Money-Laundering (“AML”) Checks

Criminal record checks (VSiD employees)

Right to work checks

Right to rent checks

Address verification

Politically Exposed Person (PEP) & Sanction checks

Proof of bank ownership or Source of Funds checks via Open Banking

We also receive personal information indirectly, from the following accredited third parties:

Data Provider/Sub-Processor Name	Data Provider/Sub-Processor Service Type
Companies House	National and International Corporate Data
Creditsafe	Corporate data including Company Officers and Ultimate Beneficial Owners (UBO).

Data Provider/Sub-Processor Name	Data Provider/Sub-Processor Service Type
	GBG Aggregated Address Verification, Electoral Register, National ID, CCJ, Consumer Credit ACIO Moved Away and Mortality Register data from multi bureau agencies, including Equifax, Experian, TransUnion and Amadeus.
TransUnion	Credit and bank account data
Klippa – Data is processed in EU but not stored beyond processing	OCR Document Scanning & ID Document Templates
Cloud Convert – processing takes place in Germany, but no data is retained	Conversion of Word documents to PDF
Facetec	3D Biometric Liveness and Anti-spoofing check
Dilisense – Data is processed in Switzerland and EU but not stored beyond processing	Business and Individual European Criminal Record Checks and international PEPs and Sanctions
Finexer	Connection to Open Banking for Source of Funds and Proof of Funds. VSID is acting as an agent of Finexer Ltd., who is authorised by the Financial Conduct Authority under the Payment Services Regulations 2017 firm reference number 925695 as an Authorised Payment Institution to provide account information services and payment initiation services.
Cifas	National Crime Database checks

Identity Checks and Background Screening Transactions

VSID will perform the required checks and the results will be returned to our relying party. Our data retention policy is outlined in Section 4 below.

VSID cannot be held liable for the information received from third party data providers (above) or for any decision made by our client as a result of the data that has been supplied to them.

For more information concerning what constitutes our legal obligation under GDPR rules, please refer to Article 6.1b “Contractual Obligation” <https://gdpr.eu/article-6-how-to-process-personal-data-legally/>

4. Collection and Storage of Data

As a Digital Verification Service we may be required to collect your biometric face data for the purposes of matching such data to your identity document in order to verify your identity. We will only store biometric face data for the duration of the verification process, after which it will be deleted.

We do not share biometric face data with any third party unless obliged to do so by regulatory or law enforcement agencies, such as Cifas or Report Fraud, for the purposes of carrying out an investigation into an incident of suspected fraud. This data is not shared beyond the

conclusion of an investigation that has determined no fraud has been committed. Otherwise it is kept for a period of six years, as per Cifas guidelines.

We would not share any data for any other purpose, such as analytics or marketing and we would always ensure that any third party provides the equivalent level of protection of that data, as stated in this Privacy Policy.

We do not retain transactional data for more than 90 days after completion of the transaction (or sooner at End User's election). However, as evidence of a transaction taking place for the benefit of relying parties, we will retain the Unique Transaction Reference Number (UTR), and the name(s) and email address(es) contained in the transaction. This information is encrypted and held within our database.

Transactional data may be retained for End Users of the VSiD reverification service for as long as that service is current. End User usage of this service will be monitored and reviewed annually.

Biometric data is not retained.

Data relating to a fraud investigation may be held for up to six years, in line with Cifas guidance.

As stated in Section 16 of this document, you reserve the right to revoke consent and/or request deletion of any personal data, where applicable.

5. How we use your information

Under GDPR rules, VSiD is the data processor for the information you provide during the process unless otherwise stated (see 2. Above - Types of personal information collected by VSiD). If you have any queries about the process or how we handle your information, you can do so by emailing us at contactus@vsid.com.

All the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements where necessary.

We will not share any of the information you provide during the process with any third parties for marketing purposes or store any of your information outside of the UK. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format. We will use the contact details you provide to us to contact you to progress your application.

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. You may be asked to digitally upload the following information via our secure portal or App for our ID verification and Biometric Face Recognition process to be completed:

- A valid ID document (Passport / Drivers Licence or ID Card)
- Proof of Address documentation
- Bank information

As a data processor, we will not divulge any personal data or information about you to a third-party without your prior written consent and any information we hold will only be retained for

the purposes of the validation process. Any information obtained will not be held by us for more than 90 days from the beginning of the process although your name and email address along with the unique transaction reference number is held securely for a period of six years as evidence of the transaction being carried out.

5. Visitors to our websites

When someone visits www.vsid.com we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be open about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

When you send a document through our electronic document exchange or connect to the world wide web, we keep a record of each transaction (including the IP address, date and time) to enable us to create a unique digital fingerprint and provide a complete audit trail and certificate.

We retain information about your use of our electronic document delivery, eSignature and personal identity service, which is used to manage our electronic document exchange, security and for accounting purposes. We may also use this information to help us enhance and improve our products and services to you.

We do not store credit card details, nor do we track your visits to any other websites or supply third party marketing agencies with your data.

6. Use of cookies by VSID

Our website uses cookies. Cookies are small text files stored on your computer when you visit certain web pages. They are used to remember your preferences. We also use cookies that enable you to more easily share pages you like via social media sites like Facebook and Twitter. They are also used to collect anonymous data about your visit (like which areas of the site you visit and for how long) to help us improve your experience of our site and eliminate errors.

Cookies are not unsafe or in themselves a threat to your online privacy but recent legislation requires that website owners give as much information as possible about cookies used on a website and clear instructions how to refuse them, should you so choose. If you do choose not to allow cookies, please be aware that this site may not be fully functional.

7. Search engine and data storage

Our search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either VSID or any third party.

The data that we collect from you is stored within the UK. It may also be processed by staff, operating outside the UK who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. However, your personal data would not be shared without

your express permission.

8. E-newsletter

We may from time to time use a third-party provider to deliver updates and e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter.

9. Security and performance

VSID uses a third-party service to help maintain the security and performance of the VSID website. To deliver this service it processes the IP addresses of visitors to the VSID website.

10. Publications

We may use a third-party service to publish blogs and other news items and may collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it.

11. People who contact us via social media

If you send us a private or direct message via social media the message will be stored by the third-party media company. Any such messages will not be divulged by us to any other media or sales organisations.

12. People who call us

When you call VSID we collect Calling Line Identification (CLI) information. We use this information to help improve its efficiency and effectiveness.

13. People who email us

We use industry standard encryption and protocol methods to protect email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

14. People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We will keep personal information contained in complaint files in line with our data retention policy. This means that information relating to a complaint will be retained for one year from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Our Complaint Procedure is available as a link on the www.vsid.com website.

15. Lawful bases for processing your data

Under the Data Protection Act 2018 we have identified Explicit Consent and the performance of a Contract as our lawful bases for processing your data.

Your rights

You have rights as an individual which you can exercise in relation to the information we hold about you such as your right to:

- Make a data protection complaint
- Be informed if your personal data is being used
- Get copies of your data
- Get your data corrected
- Get your data deleted
- Limit how organisations use your data
- Data portability
- Object to the use of your data
- Get information on decisions being made about you without human involvement

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

16. Access to personal information

VSID tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 2018. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request about any personal information we may hold or if we do hold information about you that may be incorrect, you can write to us by addressing it to: The Data Controller, VSID RegTech Group Ltd, Suite G04, 1 Quality Court, Chancery Lane, London WC2A 1HR UK.

17. Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

18. Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated in March 2026.

19. How to contact us

If you want to request information about our privacy policy, you can write to us at: VSiD RegTech Group Ltd, Suite G04, 1 Quality Court, Chancery Lane, London WC2A 1HR or email us at support@vsid.com or call us on 0300 555 5176.

You may also complete the contact form on our website www.vsid.com.

If you think you have been a victim of identity fraud and need help or guidance, you should contact Report Fraud on 0300 123 2040. VSiD is committed to helping Report Fraud and regulators with their investigations where there has been a misuse of our service.