

Connect Advice – Compliance Pack

Includes updated Privacy Policy, Terms & Conditions, and Complaints Procedure.

Privacy Policy

Connect Advice is a trading name of DRR Ventures Ltd
128 City Road, London, EC1V 2NX
Company No: 15080482
ICO Registration No: ZB980567
Email: hello@connectadvice.co.uk
Phone: 0330 027 3351

This Privacy Policy explains how we collect, use, and protect your personal data. We connect consumers with FCA-authorised firms for life insurance, income protection, critical illness cover, mortgages, private medical insurance, and will writing.

Legal basis: consent and legitimate interest.
Retention: typically 24 months.

Your rights: access, rectification, deletion, restriction, objection, portability, and withdrawal of consent. Contact hello@connectadvice.co.uk or 0330 027 3351.

Complaints may be raised with us directly or to the Information Commissioner's Office (ICO).

Terms & Conditions

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We generate and supply consumer leads in financial services. We do not provide financial advice.

Leads are delivered via hot-key transfer or secure electronic delivery.
Replacements are offered for invalid leads as per policy. Replacement is the sole remedy.

We are not responsible for conversion or sales outcomes.
These Terms are governed by the laws of England and Wales.

Complaints Procedure

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We aim to provide high-quality service and take complaints seriously.

How to complain:

- Email hello@connectadvice.co.uk
- Call 0330 027 3351
- Write to Complaints Department at our registered office

Acknowledgement: within 3 business days.

Resolution: within 14 business days, or update provided.

If unresolved, escalate to the Information Commissioner's Office (ICO) or Trading Standards.