

## eBulk Plus Cancellation Policy

Sec Watchdog Limited, trading as Security Watchdog, is committed to providing the best service as possible in a timely manner. However, we understand that situations arise in which you must cancel your contract with us.

Provided that your application has not already been submitted to the relevant supplier (either of the following: Disclosure Barring Service (DBS), Disclosure Scotland, SP-Index or TrustID Limited) you have the right to cancel the checks at any time without providing a reason. We reserve the right to process and charge in full for any disclosures unless we have received notice of cancellation before submission to the supplier.

### How to cancel this contract

To exercise the right to cancel, you must inform Security Watchdog of your decision to cancel this contract by contacting us via:

- our Client Relations Team on 01420 558752. Lines are open Monday to Friday 9.00 am to 5.30 pm; or
- email at [dbs.enquiries@securitywatchdog.org.uk](mailto:dbs.enquiries@securitywatchdog.org.uk)

Please note that the cancellation period will expire as soon as your application has been submitted to relevant supplier. Applications are usually submitted within 48 hours.

Despite the above provisions, you are entitled to cancel a payment for products where fraudulent use has been made of your payment card by a person not acting, or to be treated as acting, as your agent. If you have already made a payment where your payment card has been so fraudulently used, then you should approach your card issuer for recredit to your card.

### Reimbursement

Any payments you have made for disclosures that have been properly cancelled will be recredited to you within 3-5 working days of which we are informed about your decision to cancel our services. We will make the reimbursement using the same means of payment as you used for the initial transaction.

### Our right to cancel

We reserve the right to terminate or restrict your use of our service, for any or no reason whatsoever. If we terminate your use of our service due to a breach of any obligation under these terms, such termination would be immediate and without notice.

### Delivery Policy

Where you instruct Security Watchdog to carry out checks with Disclosure Scotland, a hard copy of the certificate pertaining to yourself/candidate is sent directly to Security Watchdog via our sub-processor, Capita Intelligent Communications (CIC), who provide our inbound and outbound mail services.

In the event that you request the certificate be posted to yourself, this will be done so via Royal Mail Recorded Delivery and will be marked as 'Private and Confidential'. The certificate will be posted within 3 working days of receiving your request.

Security Watchdog will not be liable for any certificates damaged or lost during delivery. However, the certificate is lost, a reprint of the certificate may be obtained after 21 days of issue by Disclosure Scotland.