

## YOUR TERMS AND CONDITIONS FOR ADDING AN AUTHORISED ACCOUNT REPRESENTATIVE TO YOUR MERSEYFLOW ACCOUNT

### General

You can get help managing your account by adding people that you trust to your account as an 'Authorised Account Representative.'

You can nominate an Authorised Account Representative via the Manage My Account section of the merseyflow website or by contacting merseyflow's call centre.

You must ensure that you tell any nominated Authorised Account Representative that they have been appointed on the account and both the Account Holder and Authorised Account Representative need to agree to the stated terms and conditions.

You can remove an Authorised Account Representative from your account at any time and permissions will cease immediately.

You can nominate multiple AARs on your account however please note that a single nominated AAR can only be nominated on a maximum of five accounts.

### Permissions

The Authorised Account Representative's permissions in relation to a merseyflow account are as follows:

- Update account information such as personal information, payment methods, make payments, and add / remove vehicles via the merseyflow call centre
- Obtain information regarding transactions, crossings and Penalty Charge notices (subject to the clearance of necessary account Data Protection Checks) via the merseyflow call centre
- Receive notifications advising important correspondence has been sent to the account holder for example when account related notices or notices relating to enforcement are issued.
- Authorised Account Representatives will not receive copies of account or enforcement related correspondence, rather they will be alerted to the fact that important correspondence that requires attention has been issued.
- The Authorised Account Representative cannot close the account
- It is the Authorised Account Representative's responsibility is to manage the account in accordance with the account holder's instructions.

### Data Privacy

By being added as an Authorised Account Representative to a merseyflow account, you understand your personal data will be processed in accordance with our data privacy policy which can be found here <https://www.merseyflow.co.uk/privacy>

### Disputes

merseyflow will not get involved with disputes between the account holder and the Authorised Account Representative, for example if you do not agree with how the Authorised Account Representative is managing your account.