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Fraudfinder Ltd - Complaints Policy

Version: 1.0

Last Review: 1 February 026

Approved by: CEO

Review Cycle: Annual

1. Purpose

Fraudfinder Ltd recognises the importance of protecting vulnerable individuals. This policy outlines our approach to supporting customers in identifying and managing potential vulnerability risks when using our services.

2. Scope

Fraudfinder provides B2B services and does not have a direct relationship with end-users. Responsibility for identifying and supporting vulnerable customers rests with our clients. This policy describes how we support those clients.

3. Definition of Vulnerability

We align with common industry definitions of vulnerability, which may include individuals who, due to personal circumstances (e.g. health, financial distress, or life events), may be at greater risk of harm or disadvantage.

4. Our Approach

We support our customers in protecting vulnerable individuals by:

- Providing tools that help identify inconsistencies or risks in documents and financial data
- Ensuring outputs are clear, explainable, and do not rely on opaque decision-making
- Avoiding automated decisions that directly determine outcomes for end-users
- Maintaining fairness in our models and continuously improving accuracy
- Supporting clients in their own compliance and risk frameworks

5. Data Protection and Fair Use

We process data in accordance with UK GDPR and apply appropriate safeguards, including encryption, access controls, and data minimisation. We do not knowingly target or profile vulnerable individuals.

6. Staff Awareness

Staff are expected to act with integrity and professionalism and to escalate any concerns relating to misuse of our services or potential harm to individuals.

7. Responsibility

Overall responsibility for this policy sits with the CEO (Alexander Siedes).

8. Review

This policy is reviewed periodically to ensure it remains appropriate to our services and regulatory expectations.