

## Privacy Notice

This privacy statement provides details of what to expect when we collect your personal information and confirms that we take the security of your information very seriously. In supplying you with information about our company, we will ask for information about you. This privacy notice describes the type of personal information we hold, why we hold it and what we do with it.

### Information that we collect

We will only collect personal data which is needed to supply you with information about our services and/or to supply you with the requested services. We may collect the following information about you:

- Personal details such as your name, address, telephone number and email address
- General information including:
  - Correspondence and messages received from you
  - Notes of conversations with you about the services we provide you with
  - Correspondence with other institutions (e.g. our bank)
  - Details of any complaints you have made and how these complaints were dealt with
- Details of the services we have provided, the amounts you have paid and your payment details

Shane Hurst is responsible for keeping secure the information about you that we hold. Shane also ensures that the company complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly. Those at the company who have access to your information include the directors, our bank and our accountants.

### How we use your information

To supply services to you, we require up-to-date and accurate information about you. We will only use your personal data to deliver the services required and for no other purpose.

### Sharing information

Your data will only be utilised for the purposes outlined in this privacy notice and will not be passed to any external parties for marketing or other sales related purposes. In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with the supply of services, including HMRC or other law enforcement or government agencies.

### Keeping your information safe

We store your personal information securely on our office computer systems. Your information cannot be accessed by those who do not work at or for the company.

Those who work for the company understand their legal responsibility to maintain confidentiality and follow company procedures to ensure this.

We take precautions to ensure security of the company premises, the company filing systems and computers.

We use high-quality specialist accounting software to record and use your personal information safely and effectively. Our computer system has a secure audit trail and we back-up information routinely.

We use cloud computing facilities for storing some of your information. This is held within a secure web based database to keep your information securely.

We keep your records for 6 years after we've stopped supplying services to you. This includes certain elements of financial data which are legally required to be retained for this period of 6 time.

#### **Access to your information and other rights**

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the company in writing or by email. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons.

You can also request us to:

- Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to our bank/accountant, we will let them know about the change
- Erase information we hold, although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, your financial data)
- Stop using your information – for example, sending you emails about our service

#### **If you do not agree**

If you do not wish us to use your personal information as described, you should discuss the matter with Shane Hurst. However, if you object to the way that we collect and use your information, we may not be able to continue to provide our services to you.

If you have any concerns about how we use your information and you do not feel able to discuss it with Shane Hurst or anyone else at the company, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745).