

GDPR privacy policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Andrew Parker Associates Ltd, 3 Cricket Close, Drayton ,Norwich, NR8 6YA

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data.

How we collect your information

We may collect your personal data by telephone, email, or post. We may collect this data in the following ways:

- Directly from you, when you contact us
- We may contact you regarding administrative or technical support matters
- From someone else who is seeking administrative or technical support on your behalf

The types of information we collect

We may collect the following types of personal information about you:

- Contact information, including email addresses, telephone numbers and postal addresses
- Records of communications and interactions we have had with you
- Financial information including:
 - bank account details, debit card details, and credit card details
 - bank statements
 - accounting books and records
 - tax records and correspondence with HMRC
 - payroll details, including employee names, address, date of birth, pay terms.
- Information relevant to our provision of professional advice and support to you, including :
 - next of kin and marital status details

- HMRC and Companies House deadline dates and filing history.

Why we use personal data

We use your personal data in order to enable us to deliver and charge for the services we provide in accordance with our contractual obligations, including the provision of administrative and technical support. For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, when processing your personal data, we are relying on the legal basis of our engagement letter with you.

The information we collect and process is required for us to be able to perform our contractual obligations. Should you fail to provide this information, we would not be able to deliver under the terms of our contract with you.

Sharing your information with others

We do not sell your personal data. We may share your personal data with another party, who is providing professional support, so long as we are able to determine that the other party is acting lawfully on your behalf.

We also act as your agent with HMRC subject to receiving specific on-line authority.

How long your information is kept

We keep your personal data only for as long as necessary. We keep your contact information until we consider there is no need to provide professional support or until you have disengaged us as accountants. We only retain books and records and accounting information in line with statutory requirements.

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below)

- Object to processing of your personal data in particular ways, including processing based on the lawful basis of legitimate interests and direct marketing. We do not use your data for direct marketing
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it
- Request the transfer of your personal data to yourself or another party in a safe and secure way, without affecting its usability, for example in a format that is structured, commonly used, and machine-readable

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply. Further details regarding these rights can be found on the Information Commissioner's Office website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact Andrew Parker Associates Limited:

- by email: accounts@a-parker.co.uk
- by telephone: 01603 957598
- or by post: Andrew Parker Associates Ltd, 3 Cricket Close, Drayton, Norwich , NR8 6YA

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website:

<https://ico.org.uk/>

