

GDPR PRIVACY NOTICE

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is NP Accounting Services Ltd of Unit D2, Office 6, The Maltings, Station Road, Sawbridgeworth, CM21 9JX.

1 About This Document

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

2 How We Collect Your Information

We may collect your personal data by means of a form on our website or by telephone, email, or post. We may collect this data in the following ways:

- Directly from you, when you provide your personal data or submit an online enquiry on our website for providing tax or accountancy related advice or service
- When we, from time to time, contact you regarding tax or accountancy related advice or services
- From someone else who provides your personal data to us for tax or accountancy related advice or services on your behalf
- From someone else who is seeking tax advice or accountancy related services on your behalf

Personal Data means the information you have provided to us for you, your family members, your/your organisation's employees/staff and business colleagues and partners in order to allow us to provide such parties with tax advice and accountancy related services. You confirm that you have obtained consent from these parties before providing their personal data to us.

3 The Types of Information We Collect

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

- Contact information, including email addresses, passport, your name, date of birth, telephone numbers, national insurance numbers, tax reference 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
- Information relevant to our provision of tax advice and accountancy related services and support to you

4 Why We Use Personal Data

We use your personal data in order to enable us to deliver and charge for the tax and accountancy related advice and services we provide in accordance with our contractual obligations, including keeping you up to date with any changes to the tax law and updates in the tax profession. For the purposes of the GDPR and UK data protection laws, when processing your personal data we are relying on the legal basis of:

- Our contract with you to provide tax and accountancy related advice and services
- Our legitimate interest in being able to take payment from you by debit, credit card or direct debit where relevant. We rely on this legitimate interest when we take your debit or credit card details and pass them to our

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

5 Sharing Your Information with Others

We do not sell your personal data. We may share your personal data with another party, including a software vendor (who is providing you with software or technical support), an IT support business (who is providing you with IT support), cloud based backup providers, an outsourcing accountancy firm or company that we use to process tax and accountancy related services (such as tax returns, accounts, payroll, pensions, VAT returns etc), or a firm of accountants (who is working on your behalf), so long as we are able to determine that the other party is acting on your behalf.

We may also share your personal data with our card payment services provider or other facilities allowing us to take payments from your bank account by way of one off or regular direct debits or to enable us to take payment from you by debit or credit card.

We may send you emails with any updates on accounting and tax law and other news about our firm's activities. Please let us know if you would prefer not to receive these emails.

6 How Long Your Information Is Kept

We keep your personal data only for as long as necessary and usually for a minimum of six years. We keep your contact information until we consider there is no need to provide tax and accountancy related advice or service or until you request it to be erased.

7 How We Store Your Data

The personal data we hold is saved on our secure server and internal files where appropriate.

8 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
- Object to processing of your personal data in particular ways, including processing based on the lawful basis of legitimate interests and sending you tax updates as part of our newsletters. Other than the afore mentioned, NP Accounting Services Ltd does 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

- 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/>

9 Contact and Complaints

If you have any queries about this privacy notice or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact NP Accounting Services Ltd:

- By email: info@npaccounting.net
- By telephone: 07584 252203
- By post: Unit D2, Office 6, The Maltings, Station Road, Sawbridgeworth, CM21 9JX

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/>