

DATA PRIVACY NOTICE

We take your privacy very seriously and we ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data and on how to contact us and supervisory authorities in the event you have a complaint.

Italicised words in this privacy notice have the meaning set out in the Glossary of Terms at the end of this document.

Who we are

A K E Tax & Accountancy Ltd, collects, uses and is responsible for certain personal data about you. When we do so we are required to comply with data protection regulation, and we are responsible as a *data controller* of that personal data for the purposes of those laws.

When we mention "AKE", "we", "us" or "our" we are referring to A K E Tax & Accountancy Ltd.

A K E Tax & Accountancy Ltd is a company registered in England and Wales (company number 07996625) whose registered office is at The Salisbury Restaurant Offices c/o A K E, 2nd Floor, 15 The Broadway, Old Hatfield, Herts. AL9 5HZ. A K E are registered as auditors in the United Kingdom by the Association of Chartered Certified Accountants.

We provide you with advice and service on all aspects of Tax and Accountancy.

The personal data we collect and use

In the course of providing *our* service to you we may collect the following personal data.

- *contact information*
- *identity information*
- *financial information*
- *employment status*
- *data about criminal convictions or offences*

Information collected about you may be supplied by the following:

- you
- a spouse/partner
- HMRC
- Your employer/partnership/limited liability partnership (LLP)/Company
- Electronic ID verification providers
- Other third parties (eg banks, investment managers etc) as authorised by you.

How we use your personal data

The below table sets out:

- how we use your personal data

- the lawful bases upon which we collect and use your personal data
- who we routinely share your personal data with

Rationale/Reason for Processing	Lawful basis for Processing	Third party recipients linked to that activity
To enable us to supply <i>Accountancy & Tax services</i> to you as our client	Consent/contract	HMRC, Companies House, outsourced Consultants, any third parties with whom you require or permit us to correspond
Retain records of services or advice provided to you by us in order to defend potential legal claims or complaints	Legitimate interests	External supplier(s) of data storage and data hosting services
Audit of our compliance within rules & regulations of the ACCA	Legitimate interests	ACCA

In addition to the lawful basis for processing this information set out in the above table, we will be processing it either (i) for the purpose of supplying services to you as our client, or (ii) for the establishment, exercise or defence of legal claims.

In the course of *our* activities relating to the prevention, detection and investigation of financial crime, we may process criminal conviction or offence information. In this case, we will be processing it for the purpose of compliance with regulatory requirements relating to unlawful acts and dishonesty.

Marketing

We may use personal data we hold about you to help us identify, tailor and provide you with details of products and services from us that may be of interest to you. We will only do so where we have obtained your consent and then have a legitimate business reason to do this and will do so in accordance with any marketing preferences you have provided to us.

In addition, where you provided your consent, we may provide you with details of products and services of third parties where they may be of interest to you.

You can opt out of receiving marketing at any time. If you wish to amend your marketing preferences, please contact us:

By phone: 01707 247777

By email: businessservices@akeaccountancy.co.uk

By Post: The Salisbury Restaurant Offices, 2nd Floor,
15 The Broadway, Old Hatfield, Hertfordshire, AL9 5HZ

Whether information must be provided by you, and if so why

We will tell you if providing some personal data is optional, including if we ask for your consent to process it. In all other cases you must provide your personal data for us to provide you with our services.

How long your personal data will be kept

We will hold your personal data for differing periods of time depending upon the reason we have for processing it. These retention periods are set out below.

Type of Record	Retention Period
All Client Data	We will hold data as required by any relevant third party until the end of any limitation period imposed by the relevant third party, which in the case of the HMRC shall be 6 years from the end of the tax year to which the information relates

Where possible, personal data resides within the UK territory. However, from time to time we may use contractors based outside of the EU. If data is transferred to a country outside of the EU, the transfers will be under an agreement which covers the EU requirements for the transfer of personal data outside the EU.

You have a right to ask us for more information about the safeguards we have put in place as mentioned above. To learn more, please see 'Your rights' below.

People who visit our offices

We have CCTV installed at our offices. This is for the protection of our staff and information in the office. Signs in our office reception confirm that CCTV is in operation. The images are held securely and only accessed when needed e.g. investigating an incident

Any recordings on CCTV are typically overwritten after a short period of time unless an issue requiring investigation is brought to our attention

Your rights

You have legal rights under data protection regulation in relation to your personal data. These are set out under the below headings:

- To access personal data
- To correct / erase personal data
- To restrict how we use personal data
- To object to how we use personal data
- To ask us to transfer personal data to another organisation
- To object to automated decisions
- To find out more about how we use personal data

We may ask you for proof of identity when making a request to exercise any of these rights. We do this to ensure we only disclose information or change your details where we know we are dealing with the right individual.

We will not ask for a fee, unless we think your request is unfounded, repetitive or excessive. Where a fee is necessary, we will inform you before proceeding with your request.

We aim to respond to all valid requests within one month. It may however take us longer if the request is particularly complicated or you have made several requests. We will always let you know if we think a response will take longer than one month. To speed up our response, we may ask you to provide more detail about what you want to receive or are concerned about.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or if we are otherwise legally entitled to deal with the request in a different way.

To access personal data - You can ask us to confirm whether we have and are using your personal data. You can also ask to get a copy of your personal data from us and for information on how we process it.

To rectify / erase personal data - You can ask that we rectify any information about you which is incorrect. We will be happy to rectify such information but would need to verify the accuracy of the information first.

You can ask that we erase your personal data if you think we no longer need to use it for the purpose we collected it from you.

You can also ask that we erase your personal data if you have either withdrawn your consent to us using your information (if we originally asked for your consent to use your information), or exercised your right to object to further legitimate use of your information, or where we have used it unlawfully or where we are subject to a legal obligation to erase your personal data.

We may not always be able to comply with your request, for example where we need to keep using your personal data in order to comply with our legal obligation or where we need to use your personal data to establish, exercise or defend legal claims.

To restrict our use of personal data - You can ask that *we* restrict *our* use of your personal data in certain circumstances, for example

- where you think the information is inaccurate and *we* need to verify it;
- where *our* use of your personal data is not lawful, but you do not want *us* to erase it;
- where the information is no longer required for the purposes for which it was collected but *we* need it to establish, exercise or defend legal claims; or
- where you have objected to *our* use of your personal data but *we* still need to verify if *we* have overriding grounds to use it.

We can continue to use your personal data following a request for restriction where *we* have your consent to use it; or *we* need to use it to establish, exercise or defend legal claims, or *we* need to use it to protect the rights of another individual or a company.

To object to use of personal data - You can object to any use of your personal data which *we* have justified based on *our* legitimate interest, if you believe your fundamental rights and freedoms to data protection outweigh *our* legitimate interest in using the information. If you raise an objection, *we* may continue to use the personal data if *we* can demonstrate that *we* have compelling legitimate interests to use the information.

You can contact us for more information - If you are not satisfied with the level of information provided in this privacy notice, you can ask *us* about what personal data *we* have about you, what *we* use your information for, who *we* disclose your information to, whether *we* transfer it abroad, how *we* protect it, how long *we* keep it for, what rights you have, how you can make a complaint, where *we* got your data from and whether *we* have carried out any automated decision making using your personal data.

If you would like to exercise any of the above rights, please:

- email or write to Andy Evangelou at businessservices@akeaccountancy.co.uk or The Salisbury Restaurant Offices, 2nd Floor, 15 The Broadway, Old Hatfield, Hertfordshire, AL9 5HZ ; let *us* have enough information to identify you, e.g. name, address, date of birth;
- let *us* have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let *us* know the information to which your request relates.

Keeping your personal data secure

We have appropriate security measures in place to prevent personal data from being accidentally lost, used or accessed in an unauthorised way. *We* limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. *We* will notify you and any applicable regulator of a suspected data security breach where *we* are legally required to do so.

Our supervisory authority

If you are not happy with the way *we* are handling your information, you have a right to lodge a complaint with the Information Commissioners Office. It has enforcement powers and can investigate compliance with data protection regulation (www.ico.org.uk).

We ask that you please attempt to resolve any issues with *us* before the ICO.

How to contact us

Please contact Andy Evangelou if you have any questions about this privacy notice or the information *we* hold about you.

If you wish to contact Andy Evangelou, please send an email to businessservices@akeaccountancy.co.uk or write to The Salisbury Restaurant Offices, 2nd Floor, 15 The Broadway, Old Hatfield, Hertfordshire, AL9 5HZ

Glossary of Terms

We, us or our	A K E Tax & Accountancy Ltd, a company registered in England and Wales (company number 07996625) whose registered office is at The Salisbury Restaurant Offices c/o A K E, 2nd Floor, 15 The Broadway, Old Hatfield, Herts. AL9 5HZ.	Accountancy & Tax Services	these are the services we provide to you in, which may include: <ul style="list-style-type: none">• Tax planning and advice• Accounts preparation & bookkeeping• Payroll & PAYE returns• Audits
Contact information	these are details that can be used to contact a person, including title, first name, surname, personal telephone number, fax, email address, home address, country, postcode or city of residence. This may also include work contact information such as work telephone number, fax, work email and work address	Sanction check Information	this is information relating to your politically exposed personal (PEPs) status and Her majesty's Treasury financial sanctions status, which is recorded to prevent fraud and money laundering
Data controller	means a natural or legal person (such as a company) which determines the means and purposes of processing of personal data. For example, we are your data controller as we determine how we will collect personal data from you, the scope of data which will be collected, and the purposes for which it will be used in the course of us providing you with our services.		
Employment Status	this is information about your work, if you are employed, self-employed, unemployed, a student or on job seeker allowance		
ACCA	Association of Chartered Certified Accountants. They act as supervisory authority for the practice		
Financial Information	this is information relating to your financial status, including salary/income, outgoings/expenditure, tax rate and P60		
Identity Information	this is any information that can be used to distinguish a person or verify their identity gender, marital status, national identity card/number, passport, drivers licence and national insurance number		