

GDPR Privacy Policy

For the purposes of the General Data Protection Regulation 2016/679 ("**GDPR**") and UK data protection laws, the controller is RDH Accountants Ltd.

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 means of a letter, any written document directly from you or any other person or organisation, as you appointed us to act on your behalf:

- When we, from time to time, contact you regarding doing your works such as vat returns, monthly payroll, self-assessment, company formation, accounts etc
- From someone else who is acting on your behalf
- 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 and building society accounts details, national insurance numbers, debit card details, and credit card details and other items in financial statements/accounts and tax returns
- Information relevant to our provision of technical support to you, including details regarding your computer hardware, software and other items in the nature of fixed assets

Why we use personal data

We use your personal data in order to enable us to deliver and charge for the services we provide you in accordance with our contractual obligations, including the provision of administrative and accounting support. 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
- Our legitimate interest in being able to take payment from you by cheque and bank transfers. We rely on this legitimate interest when we take your debit or credit card details and pass them to our bank for processing

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 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.

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), 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 bank to enable us to take payment from you by bank transfer or cheque.

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 our services and support or until you request it to be erased. We keep your payment information for no longer than 18 months, unless a longer retention period is required by law or regulation.

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
- 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 RDH Accountants Ltd:

- By email: advice@rdhaccountants.co.uk
- By telephone: 020 3689 4568

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/>