

This policy applies to A Plus Accountancy & Business Solutions Ltd, Registered Company number 7285614. Registered Office: The Counting House, Tonedale Business Park, Wellington, Somerset TA21 0AW. Registered in England and Wales.

This privacy policy explains how we use any personal information we collect about you.

Glossary of Terms

What is personal data?

Personal data relates to any identifiable information about a person which may include:

- Names and contact information ie emails and telephone numbers
- National Insurance numbers
- Employment history
- Employee numbers
- Personal tax
- Payroll and accounting data
- Credit history

What is sensitive personal data?

Sensitive personal data refers to the above but includes genetic data and biometric data, for example:

- Medical conditions
- Religious or philosophical beliefs and political opinions
- Racial or ethnic origin
- Convictions
- Biometric data ie photo in an electronic passport

What is a Data Controller?

For general data protection regulation purposes, “data controller” means the person or organisation who decides the purposes for which and the way in which any personal data is processed.

The data controller is A Plus Accountancy & Business Solutions Ltd, the Counting House, Tonedale Business Park, Wellington, Somerset TA21 0AW.

The data protection officer is Sarah Fullstone, Director, who can be contacted at the above address or on sarah@aplusaccountancy.co.uk or by calling 01823 663355.

What is a Data Processor?

A “data processor” is a person or organisation which processes personal data for the controller.

What is Data Processing?

Data processing is any operation performed upon personal data, or sets of it, by automated systems or not. Examples listed in the GDPR are: collection, recording, organising, structuring, storing, adapting, altering, retrieving, consulting, using, disclosing by transmission, disseminating or making available, aligning or combining, restricting, erasure or destruction.

What do we mean by Business to Business?

PLC, LTD, LLP incorporated partnerships, trusts and foundations, local authorities and government institutions.



What do we mean by Business to Consumer?

Private clients, sole traders, unincorporated partnerships, trusts and foundations.

What information do we collect about you and how?

A Plus Accountancy & Business Solutions Ltd, as a Data Controller, is bound by the requirements of the General Data Protection Regulations (GDPR).

You agree that we are entitled to obtain, use and process the information you provide to us to enable us to discharge the Services as defined in our Letter of Engagement and supporting Schedules, and for other related purposes including:

- Updating and enhancing client records
- Carrying out credit checks in relation to you
- Statutory returns
- Legal and regulatory compliance
- Analysis for management purposes
- Crime prevention.

How will we use the information about you and why?

At A Plus we take your privacy seriously and will only use your personal information to provide the Services you have requested from us, detailed in your Letter of Engagement and supporting Schedules and as we have identified above. We will only use this information subject to your instructions, data protection law and our duty of confidentiality.

For Business to Business Clients and Contacts our lawful reason for processing your personal information will be “legitimate interests”. Under “legitimate interests” we can process your personal information if we have a genuine and legitimate reason and we are not harming any of your rights and interests.

We may receive personal data from you for the purposes of our money laundering checks, such as a copy of your passport. This data will only be processed for the purposes of preventing money laundering and terrorist financing, or as otherwise permitted by law or with your express consent.

We will not share your information for marketing purposes with companies so that they may offer you their products and services.

Security precautions in place about data collected

When you give us personal information, we take steps to make sure that it's treated securely. We do not collect any information via our website.

Non-sensitive details (your email address etc.) are normally sent over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

How long will we hold your data for?

We will hold your data for 7 years in line with our regulatory requirements.

Access to your information, correction, portability and deletion

What is a Subject Access Request?

This is your right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us at the following address: A Plus Accountancy & Business Solutions Ltd, the Counting House, Tonedale Business Park, Wellington, Somerset TA21 0AW. We will respond to your request within one month of receipt of the request. Please be aware that a £10 administration fee is payable prior to the request being processed.

We want to make sure your personal information is accurate and up to date. You may ask us to correct/remove information you think is inaccurate by emailing sarah@aplusaccountancy.co.uk or writing to the above address.

Objections to processing of personal data

It is your right to lodge an objection to the processing of your personal data if you feel the “grounds relating to your particular situation” apply. The only reasons we will be able to deny your request is if we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or if the processing is for the establishment, exercise or defence of a legal claim.

Data Portability

It is also your right to receive the personal data which you have given to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller without delay from the current controller if:

- (a) The processing is based on consent or on a contract, and
- (b) The processing is carried out by automated means.

Your Right to be Forgotten

Should you wish for us to completely delete all information that we hold about you, contact sarah@aplusaccountancy.co.uk, or write to us: A Plus Accountancy & Business Solutions Ltd, the Counting House, Tonedale Business Park, Wellington, Somerset TA21 0AW.

Please be aware that we have legal/regulatory requirements to hold some data for 7 years.

Complaints

If you feel that your personal data has been processed in a way that does not meet the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then tell you of the progress and outcome of your complaint. The supervisory authority in the UK is the [Information Commissioner's Office](#).

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 24th May 2018 and the Version number is 1 in line with the new GDPR guidelines.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- Email: sarah@aplusaccountancy.co.uk, or
- In writing to: A Plus Accountancy & Business Solutions Ltd, the Counting House, Tonedale Business Park, Wellington, Somerset TA21 0AW.