

## Privacy Notice

### **Who We Are**

DG Accountancy Service Limited (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

DG Accountancy Services Limited's registered office is at 17 Stonecot Hill, Sutton, Surrey, SM3 9HB and we are a company registered in England and Wales under company number 07481934. We are registered on the Information Commissioner's Office Register; registration number Z2645722, and act as the data controller when processing your data. Our designated Appointed Person is Darren Gingles who can be contacted at 17 Stonecot Hill., Sutton, Surrey, SM3 9HB. [info@businessstaxaccountants.co.uk](mailto:info@businessstaxaccountants.co.uk) or 020 3371 7939.

### **Information That We Collect**

DG Accountancy Services Limited processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

#### ***The personal data that we collect from is: -***

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- National Insurance Number
- Passport Number
- Driver's License Number

#### ***We collect information in the below ways: -***

- Face to face
- By telephone
- By website form
- Employment CV's

## **How We Use Your Personal Data**

DG Accountancy Services Limited takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for processing your personal data are detailed below: -

- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *We have a legal obligation to share your personal data with CreditSafe who are a credit reference agency and provide us with financial background checks prior to you commencing an engagement with us*
- *We will occasionally send you marketing information where we have assessed that it is beneficial to you as a client and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests*

## **Your Rights**

You have the right to access any personal information that DG Accountancy Services Limited processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. DG

Accountancy Services Limited uses a third-party to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

### **IRIS Software Group Limited**

We use IRIS Software Group Limited for our client personal data storage, which then forms part of the majority of the filings we complete on behalf of clients in order to meet business and legal requirements.

For more information about IRIS Software Group Limited, please read their Privacy Notice at <https://www.iris.co.uk/company/privacy/>

### **Safeguarding Measures**

DG Accountancy Services Limited takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: - restricted access, IT authentication, firewalls, anti-virus/malware.

### **Transfers Outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. DG Accountancy Services Limited does not transfer or store any personal data outside the EU.

### **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to DG Accountancy Services Limited, however, as this information is required for us to provide you with our services, we will not be able to offer some/all our services without it.

### **How Long We Keep Your Data**

DG Accountancy Services Limited only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed. If you were to no longer be a client of ours within that time, we will dispose of your personal data by following our Data Retention and Erasure Policy.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

## **Lodging A Complaint**

DG Accountancy Services Limited only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

DG Accountancy Services Limited  
Darren Gingles  
17 Stonecot Hill  
Sutton  
Surrey  
SM3 9HB  
020 3371 7939 – info@businessstaxaccountants.co.uk

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113

## **Cookie Notice**

A '**cookie**' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site, your device will remember useful information such as items added in the shopping cart, visited pages or logging in options.

Cookies are widely used in order to make websites work, or to work more efficiently, and our site relies on cookies to optimise user experience and for features and services to function properly.

Most web browsers allow some control to restrict or block cookies through the browser settings, however if you disable cookies you may find this affects your ability to use certain parts of our website or services. For more information about cookies visit <https://www.aboutcookies.org>.