
1. Introduction

Digiboox Ltd (“we”, “our”, “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you engage with our accountancy services, visit our website, or communicate with us. We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Data We Collect

We may collect the following personal data:

a. Client Data:

- Name, address, date of birth
- Contact details (phone, email)
- Financial information (bank details, tax records, invoices)
- Employment or business information relevant to accounting services

b. Website Users:

- IP address, browser type, and operating system
- Pages visited and time spent on our website
- Cookies and similar technologies (see our Cookie Policy if applicable)

c. Communication Data:

- Emails, phone calls, or messages you send to us
 - Records of meetings, appointments, and service requests
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3. How We Use Your Data

We process your personal data for the following purposes:

- Providing accounting, bookkeeping, payroll, and tax services
- Managing client accounts and financial records
- Complying with legal and regulatory obligations
- Responding to inquiries, requests, or complaints
- Improving our services and website experience
- Sending service-related communications (with your consent where required)

We only process your data when there is a legitimate reason, such as:

- Performing a contract with you
 - Complying with a legal obligation
 - Our legitimate business interests, balanced against your rights
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4. Sharing Your Data

We will not sell your personal data. We may share your information with:

- HM Revenue & Customs, Companies House, or other regulatory authorities as legally required
- Third-party service providers (e.g., IT, software, cloud storage) to assist with our services
- Professional advisers such as solicitors or auditors when necessary

All third parties are required to handle your data securely and only for the purposes we specify.

5. Data Retention

We will only retain your personal data for as long as necessary for the purposes for which it was collected, or to comply with legal or regulatory requirements. Typically, financial records are kept for **at least 6 years** in line with HMRC requirements.

6. Your Rights

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request erasure of your personal data (where legally possible)
- Restrict processing of your personal data
- Object to processing for marketing or legitimate interests
- Request data portability where applicable

To exercise these rights, please contact us at **hello@digiboox.uk**. We may require verification of your identity before fulfilling your request.

7. Data Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, loss, destruction, or disclosure. This includes encrypted storage, secure passwords, and restricted access to sensitive information.

8. Cookies and Tracking

Our website may use cookies to enhance user experience. You can manage or disable cookies via your browser settings. Please see our separate Cookie Policy for details.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any significant changes will be communicated on our website or via direct communication. Please check periodically for updates.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact:

Digiboox Ltd

18 Ashchurch Road, Tewkesbury, Gloucestershire, GL20 8BT

Email: hello@digiboox.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been mishandled.