

**Our GDPR Privacy Policy**

**What data we collect**

When you register for our services our company collects the following data: name, address, mobile number, email address, date of birth, national insurance number and unique taxpayers reference.

When you register for our services as a payroll provider you must provide us with all of the above and your marital status and your employment status and income. Also we will need your Tax Office Reference Number and your Employer Reference Number.

There is further information about your personal circumstances I may ask for so that I can complete all relevant sections of your tax return.

**How we collect your data**

You directly provide our company with most of the data we collect. We collect data and process data when you: Register online, call or email to request a meeting.

**How we use your data**

We require your contact details so that we can correspond with you at ease. If you have a preference of email or telephone please advise.

The provision of your unique NI and Tax Reference Numbers is because they are required on your payroll or tax return.  They are also required when we speak to HMRC on your behalf to confirm our identity and your identity.  They also confirm your age in relation to minimum wages, National Insurance Category and Status.

The provision of your marital status and employment status are required for your payroll as they make up information required by HMRC to complete the tax year with all your income - giving the correct year to date information. Married people are treated differently to single people for some tax reasons or allowances.

The provision of your bank, bank account name, sort code and account number, and your bank statements in order that we may reconcile your bank, or to see your income and expenditure as it relates to your business.  Also, if you are due a repayment, HMRC can send you the refund directly into your bank.

**When and why we will disclose your personal information**

We might sometimes discuss your account with HMRC or companies house on your behalf. This is always agreed with yourselves before hand either by becoming your agent or by written consent. All calls with HMRC are recorded.

We are also occasionally required to discuss your data with other external providers to you (Payroll, accountants, suppliers etc), again this is always done with prior consent from yourselves.

**How we store your data**

We securely store your data at our office.

We treat all data as valuable, sensitive and confidential.

We will continue to store all data in hard files and on the computer in folders: we password protect all our computers, and the files will be encrypted.

Files are stored in a lockable filing cabinet in our office.

Payroll information is held on your agreed accounting package and is password protected.

Pension information is held on your agreed pension provider website and is password protected.

Encryption of files on our laptop computers updates new files continuously.

We update our Anti-Virus and Security accordingly. They update and perform regular scans automatically.

We remove default passwords which can be well known to attackers.

We will enforce strong passwords and limit the number of failed log in attempts.

We will enforce regular password changes.

We will act on any alerts from anti-virus scans immediately.

**Back Up Data**

Loss of data by fire is a breach of the Data Protection Act

We recognise we need a robust back up strategy to protect against disasters, but also against ransomware

All data is backed up to a Dropbox which can be accessed from elsewhere.

**Training my staff**

I will make sure they don’t send an email to the wrong recipient.

I will make sure I or they will not open an email attachment containing malware.

I or they will be taught to recognise threats such as phishing emails.

I or they will read security bulletins or newsletters from HMRC and ICO.

**What are your data protection rights?**

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request copies of your personal data.

**The right to rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that we erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that we restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object us processing your personal data, under certain conditions.

**The right to data portability** – You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [info@ardenbookkeeping.com](mailto:info@ardenbookkeeping.com), Call us at: 01564 332370, Or write to us: Unit 1 Chester Court, 1677a High Street, Knowle, Solihull B93 0LL.

**How long we will keep your information for**

We follow HMRC guidelines and keep your information for 6 years from the January following the year reported on.

We will minimise the data we hold and regularly shred any data superseded unless it is a record that needs to be held for 6 years.

**Our ongoing commitments**

We will address risks consistently and document the controls we have in place, and identify where improvements are needed. We will correctly use the security we already have. We will make sure we are compliant with industry guidance and legal requirements. We will run an annual check on clients’ details to see if what we have is correct or out of date.

**How to contact us**

We want to be accessible to our clients. Please use any of the contact information below to get in touch with us:

* Email: info@ardenbookkeeping.com
* Call us at: 01564 332370
* Write to us: Unit 1 Chester Court, 1677a High Street, Knowle, Solihull B93 0LL