

Swandec Chartered Accountants

Swandec Client GDPR Policy

Under new General Data Protection Regulations (GDPR), with effect from 25th May 2018, you as our client have the following rights concerning your data:

- Right to be informed;
- Right of access;
- Right to rectification
- Right to erasure (right to be forgotten) – subject to legal conditions.
- Right to restrict processing;
- Right to data portability (to move, copy or transfer personal their data);
- Right to object; and
- Rights re: automated decision making and profiling.

We will comply with all the GDPR with regards to your rights.

Please see ICO website <https://ico.org.uk> for further information on your rights.

Your Data

Your data will only be held for the purpose for which it was collected and only for as long as necessary. As long as necessary is determined by a number of factors:

- Audit files and papers containing personal data – statutory audit regulations;
- Tax files – HMRC regulations;
- Criminal cases e.g. money laundering – legal requirements;
- Contracts – for the life of the contract; and
- Employee details – statutory requirements.
- Ex clients – for 12 months from the date of our disengagement letter.

However, subject to no long term holding requirements, we will destroy, or give back to you, any data which has been held for at least six years. This includes physical data such as files, bank records, and also electronic data such as spreadsheets, word and financial data held on our accounting or tax software.

We will never pass on your data to any third party unless required to do so as part of providing our service to you – for example:

- Providing information to HMRC when submitting tax (including VAT, payroll, corporation tax and personal tax) returns.
- Providing information to Companies House when submitting accounts or confirmation statements.
- Other institutes that will require your information as part of a statutory requirement.

We will never pass your data on to any third party or outside organisation for the purposes of marketing. We do not consider our annual invitation for you to take our "Tax Investigation" insurance as a marketing promotion.

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Confidentiality

We confirm that where you give us confidential information we shall at all times keep it confidential, except as required by law or as provided for in regulatory, ethical or other professional statements relevant to our engagement. Please find more information regarding confidentiality in our Standard Terms of Business which can be found on our website <http://www.swandec.co.uk>

Privacy Notices

Our engagement letters and associated Key Fact and Standard Terms of Business will act as a privacy notice and we will ensure that there is no bundling of services into the letter. For example, you will receive separate engagement letters for accounting services, auditing services and payroll services.

We will issue with an updated engagement letter when we send out your next accounts and/or tax return for signing.

Technology and the Internet

Our technology is outsourced to a technology and network provider. They comply with the requirements of GDPR. Their contact details are available on request.

The software we use is all GDPR compliant.

If we use external or cloud-based systems, we will ensure confidentiality of your information is maintained.

Any data you provide us via portable hardware such as memory sticks, CDs etc, will be kept and returned to you after we no longer require it. Or we will destroy it with your permission.

All our employees, who process your data, are fully aware of their requirements under GDPR. They will keep safe any confidential information such as passwords or log in user IDs that you provide to us.

Unless you instruct us otherwise we may, where appropriate, communicate with you and with third parties via email or by other electronic means. However, internet communications are capable of data corruption and therefore we do not accept any responsibility for changes made to such communications after their despatch. We do not accept responsibility for any errors or problems that may arise through the use of internet communication and all risks connected with sending commercially sensitive information relating to your business are borne by you. If you do not agree to accept this risk, you should notify us in writing that e-mail is not an acceptable means of communication. We will never change our bank details without confirming this to you by posted letter. Similarly, always give us by hand or by post details of your bank account – alternatively, email is acceptable, but the risk of fraud is borne by you.

It is the responsibility of the recipient to carry out a virus check on any attachments received via email.

Summary

We take the processing and storing of your data very seriously. If you feel that we have not kept in line with GDPR concerning your data, please contact one of our directors immediately.