

GDPR Statement.

This notice describes how I collect and use personal data about you, in accordance with the General Data Protection Regulations (GDPR), the Data Protection Act and other national implementing laws, regulations and secondary legislation, as amended and/or updated by the UK.

Who am I

This is the privacy statement of Suzanne Ferguson Business Services, offering bookkeeping and payroll services, and regulated by the Association of Accounting Technicians.

I am committed to respecting the privacy of my clients and other contacts and protecting your information from misuse or unauthorised disclosure and complying with privacy laws. I value my reputation and aim to maintain high ethical standards in the conduct of my business affairs.

This privacy statement explains how I collect and use personal information about you.

Whose personal data do I handle?

To carry out my duties, I handle personal data from a range of contacts. These include:

- Private individuals
- Suppliers
- Complainants, correspondents and enquirers
- Advisers, consultants and other professional experts
- Business or other contacts

What personal information do I collect?

I collect personal information of a type which allows me to offer bookkeeping and payroll services to individuals and other entities. This often includes the collection of personal data such as:

- Personal details (such as full name, address, date of birth, NI Number, employer, rate of pay and so forth) to allow me to complete my statutory obligations as a Payroll Provider.
- Bank Details & Information
- Right to Work documentation
- Pension providers

- Correspondence with you
- Information I receive from other sources, such as publicly available information, information from your employer or our clients or information from 3rd parties.
- Information regarding any enquiries or complaints made.

Where I collect personal information from

Like most organisations that handle personal information, there are various ways in which information is collected from the people I deal with. Most of the personal data comes directly from your employer and/or my clients/contacts but is supplemented with information obtained from Companies House, HMRC and other government agencies.

In most instances, it should be obvious to you that I am collecting your personal data.

How I use your personal information

The purposes for which personal information is processed may include any or all of the following:

- deliver services and meet legal responsibilities
- verify identity where this is required
- communication by post, email or telephone
- understand needs and how they may be met
- maintain records
- process financial transactions
- prevent and detect crime, fraud or corruption

Who I share your personal information with

I will share your data with government agencies to comply with statutory filing requirements for payroll and bookkeeping services.

I will share your data with third party service providers such as IT and software providers, professional advisory services and so forth.

I will share your personal data with a nominated organisation when you have expressly requested for me to do so, for example your payroll records to your accountant to complete your annual accounts.

How long do I retain your personal information for?

I will retain your personal information for as long as it is necessary to complete the purpose for which it was collected.

I will consider:

- Requirements of my business and services provided
- Statutory and Legal Obligations
- Reason for collecting in the first place
- Types of information collected, and the type of information collected
- Can the purpose of processing be completed by another means?

In addition, I will retain your data even after I have ceased to act for you retain personal information for a period of up to six years after you have left in order to fulfil my statutory obligations.

Holding personal information outside the EEA

I do not hold any personal information outside of the European Economic Area (EEA).

Using my website

The privacy policy relating to the use of my website www.sfbusinessservices.co.uk can be found either on my website or by contacting me – see Contact Information on Page 5 of this Privacy Statement.

If you do not provide your personal information

Should you refuse or fail to provide your personal information when required by statute or contractual requirement, I will need to consider terminating the services I provide to you.

Your rights

Access to your information – You have the right to request a copy of the personal information about you that I hold.

Correcting your information – I want to make sure that your personal information is accurate, complete and up to date and you may ask me to correct any personal information about you that you believe does not meet these standards. Please keep me informed if your personal data changes during your relationship with me.

Deletion of your information – You have the right to ask me to delete personal information about you where:

- You consider that I no longer require the information for the purposes for which it was obtained.
- I am using that information with your consent and you have withdrawn your consent – see Withdrawing Consent to using your information below.
- You have validly objected to my use of your personal information – see Objecting to how I may use your information below.
- My use of your personal information is contrary to law or other legal obligations.

Objecting to how I may use your information – You have the right at any time to request me to stop using your personal information for direct marketing purposes. In addition, where I use your personal information to perform tasks carried out in the public interest then, if you ask me to, I will stop using that personal information unless there are overriding legitimate grounds to continue.

Restricting how I may use your information – In some cases, you may ask me to restrict how I use your personal information. This right might apply, for example, where I am checking the accuracy of personal information about you that I hold or assessing the validity of any objection you have made to my use of your information. This right might also apply where this is no longer a basis for using your personal information, but you don't want me to delete the data. I may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

You will not have to pay a fee to access your personal information, however I may charge a reasonable fee if your request for access is clearly unfounded or excessive. I may also refuse to comply with the request in certain circumstances.

I may need to request specific information from you to assist with the confirmation of identity and the right to access the data.

Withdrawing consent using your information – Where I use your personal information with your consent you may withdraw that consent at any time and I will stop using your personal information for the purpose(s) for which consent was given.

Changes to this notice

I keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained from me on request.

This privacy statement was last updated on 16th October 2020.

Contact information and further advice

Should you require any further information or advice please do not hesitate to contact Suzanne Ferguson, in writing at Fallwood, Eildon, Melrose TD6 9HB or by email at info@sfbusinessservices.co.uk.

Complaints

I seek to resolve directly all complaints about how I handle personal information, but you also have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Telephone – 0303 123 1113 (local rate) or 01625 545 745
Website – <https://ico.org.uk/concerns>