

Oxfordshire Bookkeeping Services Privacy Policy

Your right to privacy

Your right to privacy is very important to us. We take the security of your information seriously and have policies and processes in place to ensure it remains safe. This policy describes the way we collect information, how we use it and how we protect it.

Who We Are

Oxfordshire Book-keeping Services provides a range of services to sole traders and small & medium sized businesses across Oxfordshire. Oxfordshire Book-keeping Services are dedicated to providing the best possible service to their clients and are able to meet with new and existing clients in the evenings and at weekends.

How we comply with Data Protection regulations

We are committed to safeguarding your personal information and we are legally obliged to use your information in line with all laws concerning the protection of personal information.

Data Protection in the UK is regulated by the Information Commissioner's Office (ICO), the organisation responsible for regulations that cover the collection, storage, processing, disclosure, transfer and destruction of personal data in the United Kingdom. We are not registered as a Data Controller with the ICO but you have the right to contact them directly if you have any concerns. You also have the right to complain to us using the contact details below.

Information we hold about you

We collect personal information about you when you enquire about or make use of our services. Personal information we hold will include:

- name, address and e-mail address.
- telephone number
- Credit / debit card information
- information about payments and withdrawals, services you use, and other related information
- information we need to be able to process payments for you, for example bank and credit or debit card details
- records of contact with you, such as system notes, emails and letters

How long we keep your information

We will keep your personal information only for as long as necessary in line with regulatory and legal requirements, and will destroy it securely when it is no longer needed.

How we protect your information

The security of your information is very important to us. We protect your information by maintaining physical, electronic, and procedural safeguards in relation to the collection, storage and disclosure of personal data to prevent unauthorised access, accidental loss, disclosure or destruction. We will not transfer your information to other countries outside the EEA unless it is unavoidable to allow us to deliver our products and services. If we do, we take care to ensure the same level of privacy and security as the UK.

No data transmission over the internet can be entirely secure, and therefore we cannot guarantee the security of your personal information and/or use of our sites. However, we use our reasonable endeavours to protect the security of your personal information from unauthorised access.

How we use your personal information

We will only collect, use, hold or disclose personal information where we have a lawful basis to do so. This means information needed to provide you with a product or service, to satisfy legal or regulatory requirements, or where we have your consent. We will use your information to:

- Communicate with you
- keep our records up to date
- process payments
- For the investigation of or prevention of crime
- For research and statistical purposes
- To disclose to regulatory bodies for the purposes of monitoring and/or enforcing our compliance with their requirements
- Process job applications
- Gain feedback from you
- prevent crime and meet our legal obligations
- prudentially manage our business through the use of models and forecasts
- keep you informed of other relevant products or services that may be of interest to you where you have provided consent for us to do this

We may monitor and keep records of email communications which you send to us and other communications with you in accordance with this policy and our other business interests.

How we share your information

We do not sell, trade or rent your information and will never disclose information about you to third parties, except to fulfil your specific orders.

From time to time we may send information to, receive information from, or exchange your personal information with:

- partners or agents who support us to deliver our products and services to you, or that we refer you to, or that refer you to us
- companies who perform essential services for us
- third-party organisations that conduct research, analysis and marketing activities on our behalf
- regulators, courts or other public authorities
- the emergency services in the case of accident or emergency

We will only share or exchange data with third parties with the protection of a written agreement and the ability to oversee their activities, unless information is required for legal or regulatory reasons.

Where we have relationships with other organisations that process your information on our behalf we take care to ensure they have high data security standards. We will not allow these organisations to use your personal information for unauthorised purposes.

If the business is reorganised or sold to another organisation, we may transfer any personal information we hold to that organisation.

In the event that a third party may deliver all or part of the service requested by you, whilst the information you provide will be disclosed to them, it will only be used for the administration of the service provided and to maintain management information for business analysis.

How you can manage the information we hold and how we use it
Data protection regulations mean you have rights over how we hold and use the information we hold about you:

- You have the right to give your consent to us using your data for any activities we do not have a lawful basis to carry out, for example sending you marketing communications. You can withdraw consent at any time
- You have the right to request access to the information we hold about you; this is called a Data Subject Access Request
- You have the right to know who your data is shared with and why
- You have the right to have your details updated if they are inaccurate and for information not required for lawful reasons to be deleted
- You have the right to have automated processing and profiling restricted. Profiling may be used to analyse or predict economic situations, health, personal preferences, interests, reliability, behaviour, location or movements
- You have the right to request that information we process by automated means is sent to you or another nominated data controller in a commonly used electronically readable format

If you wish to action any of the above please contact us by:

- e-mailing natasha@obks.co.uk
 - writing to Westfield Farm, Shilton, Burford OX18 4AW
- telephoning us on 07813 835634

Please do not include confidential information in e-mails or letters.

Changes to this policy

Last updated Dec 2018.