

Privacy Notice

Who we are

Your personal information will be held by **James Anderson & Co**

How we use personal information generally

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

In general terms, we collect and use personal information to:

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

Type of personal information we collect

Types of personal information	Description
Identity Data	ID information including your name, marital status, title, date of birth, gender, unique tax reference and national insurance number
Contact Data	Where you live and how to contact you
Financial Data	Your financial position, status and history, including bank details and credit rating
Transactional Data	Details about payments to and from you and other details about services you purchase from us
Contractual Data	Information obtained by providing accounting services to you
Communications Data	What we learn about you from letters, emails and conversations between us
Social Relationships Data	Details about your family, friends and other relationships
Publicly Available Data	Details about you that are publicly available, such as on Companies House or elsewhere on the internet
Marketing Data	Details about your preferences in receiving marketing communications from us and our third parties

Types of personal information	Description
Consents Data	Any permissions, consents or preferences that you give us
Usage Data	Information about how you use our website, products and services
Special Category Data	<p>Some types of personal information are defined as special. We will only collect and use these types of information where we need to and if the law allows us to:</p> <ul style="list-style-type: none"> • Racial or ethnic origin • Political opinions, religious or philosophical beliefs • Trade union membership • Genetic or biometric data used for ID purposes • Health data • Sex life and sexual orientation • Criminal convictions data

Where we collect personal information from

We may collect personal information about you from the following sources:

- Directly from you
- From your previous accountant
- Publicly available resources, such as Companies House and Registers of Scotland
- The internet and social networking sites such as LinkedIn
- Intermediaries with whom you are also a client

How we use your personal information

- 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 we share your personal information with

We may share your personal information with the following third parties:

- HM Revenue & Customs
- Relevant regulators
- Cloud accounting providers

How we use your information to make automated decisions

We do not envisage taking any decisions about you based solely on automated processing (i.e. without human involvement), which have a legal or similarly significant effect on you.

If you choose not to give your personal information

If you choose not to give us your personal information, it may delay or prevent us from being able to comply with our own legal obligations. It may result in us being unable to work with you.

How long we retain your personal information for

We will hold your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

In relation to matters in which we act for clients, we follow the guidelines issued by the Institute of Chartered Accountants of Scotland concerning the retention of client files. This means that we will retain those files (and your personal information within them) for a minimum period of 6 years from the year end. In some areas of practice the nature of the matters on which we are instructed may require us to hold client files (and your personal information) for longer periods

Holding personal information outside the EEA

Most personal information is held at our office. However we do use various cloud products and these cloud providers backup data in the US. These companies are certified on the US Privacy Shield Network.

Your rights

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

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

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

- You consider that we no longer require the information for the purposes for which it was obtained.
- We are 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 our use of your personal information – see *Objecting to how we may use your information* below.
- Our use of your personal information is contrary to law or our other legal obligations.

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

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

Automated processing – If we use your personal information on an automated basis to make decisions which significantly affect you, you have the right to ask that the decision be reviewed by an individual to whom you may make representations and contest the decision. This right only applies where we use your information with your consent or as part of a contractual relationship with you.

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

Please contact us in any of the ways set out in the *Contact information and further advice* section if you wish to exercise any of these rights.

Changes to our privacy statement

We 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 mail@jamesandersonca.co.uk.

This privacy statement was last updated on 25 May 2018.

Contact information and further advice

If you have any queries please contact Chris Spalding - chris.spalding@jamesandersonca.co.uk

Complaints

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website - <https://ico.org.uk/concerns>