

# **Pandey and Co Privacy Notice**

## **Your rights and information and how we use and store it**

We are dedicated to protecting our clients personal information. Your personal data shall be processed lawfully, fairly and in a transparent manner. This privacy notice contains information about the personal details we collect, what we do with these details, who we share your details with and why, and your rights regarding your personal details we have. We may sometimes need to make changes to our Privacy Notice, of which we will inform you of any changes accordingly.

## **Contacting Us**

If you require any further information regarding our Privacy Notice or have any queries you can get in touch with us at; Pandey & Co Ltd, Cambridge Road, 32 Padwell Road, Southampton, SO14 6QZ.

Email: dp@pandey.co.uk

Our GDPR Officers are Daleep Pandey and Annmaree Russell.

## **Information we use and store**

- Your personal details, e.g. your name, date of birth and contact details.
- Bank account details, if we do your bookkeeping, we also store bank details for year end balance checks.
- Correspondence with us including meeting notes, letters, phone calls, and emails.
- Any previous information you have given us, regarding your accounts with us.

## **How we collect your information**

The information we have on file for you would be collected through previous meetings, telephone calls, forms, emails, letters and information provided by you directly.

We do sometimes need to source personal data from outside companies such as H M Revenue and Customs (HMRC), Companies House and Credit Safe. This is to improve the information we already hold for you.

## **Why do we collect and use your information?**

We handle your details very carefully and your privacy is important to us. We only ever collect and use your details/information when it is legitimate and necessary to do so in preparing your tax returns, your accounts, or personal mortgages.

We will only use and collect your data when we have your consent to do so and in the following circumstances:

- In the completion of any online forms e.g. Companies House and HMRC.
- In order to notify you of any changes to our Terms and Conditions.
- In order to notify you of any changes or updates to your Account.

## **Who we share your information with**

We only ever share your information with H M Revenue and Customs for tax purposes.

Any information shared will always be shared safely and securely.

## **How your information is protected**

We are committed to making sure your data is safe and secure. We have several systems in place to make sure this is sustained such as a Client Online Portal which assists in the safe sharing and signing of secure and confidential documents.

## **How long do we keep your information?**

We will store your personal data for as long as you are our client. We will not store anything after this.

## **Your Individual Rights are listed below**

- **Right to be informed**

You have the right to be informed about the collection and use of your personal data. We will always notify you of any new uses of your personal data before we start any processing.

- **Right of access**

You have the right to access any personal data that we may have stored for you. This is commonly referred to as subject access. You can request this by making a subject access request.

- **Right to rectification**

You have the right to have inaccurate personal data rectified or completed if it is incomplete. You have this right if your personal data is no longer necessary for the purpose which you originally provided it for.

- **Right to erasure**

You have the right to erasure. Also known as “the right to be forgotten”. Your right to erasure applies when the personal data we have is no longer necessary for the original purpose it was provided for.

- **Right to restrict processing**

You have the right to request the restriction or suppression of your personal data. If this request is made we will still be permitted to store your information but not use it.

- **Right to portability**

You have the right to move, copy or transfer your own personal data from one system to another, in a safe and secure way, without affecting its usability.

- **Right to object**

You have the right to object to your data being used for direct marketing.

## **Making a complaint**

If you have any concerns regarding the way your data is handled, you can contact us to discuss and we will do our best to rectify any unfortunate problems. If you are still unhappy, you can contact the Information Commissioner’s Office: ICO helpline: 0303 123 1113. ICO address: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. [www.ico.org.uk](http://www.ico.org.uk)