

Pandey & Co Limited Privacy Notice

1. Introduction

Welcome to Pandey & Co Limited a UK-based accountancy firm committed to protecting and respecting your privacy. This Privacy Policy outlines our practices regarding the collection, use, and disclosure of personal information we receive from our clients and visitors to our website.

2. Contacting Us

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

Email: dp@pandey.co.uk

Tel: 02380 575 900.

Our GDPR Officer is Daleep Pandey.

3. Information We Collect

We collect and process the following types of information:

Personal Identification Information: Names, addresses, email addresses, telephone numbers, and other contact details.

Financial Information: Details of transactions, financial statements, and tax information that you provide us for the purpose of receiving our services.

Correspondence data: Letters, meeting notes, phone calls and emails.

Usage Data: Information on how you use our website, products, and services.

4. How we collect your information

The information that we have on file would be collected through, meetings, telephone calls, forms, emails, letters, online software that you have granted us access to and other information provided by you directly.

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

5. How We Use Your Information

Your personal information is used to:

- Provide and maintain our services.
- Communicate with you, including sending invoices, updates, and other essential communications.

- Comply with legal obligations such as tax laws and regulatory requirements.
- Enhance our services and develop new ones.
- Conduct internal audits and data analysis to improve our service quality.

6. How We Share Your Information

We may share your information with:

- Regulatory authorities, when required by law or to protect our rights.
- Service providers who perform services on our behalf, under confidentiality agreements.
- Third parties to whom you authorize us to release your information.

Any information shared will be shared safely and securely.

7. Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

We use an online client portal to sustain the safe sharing and signing of secure and confidential documentation.

8. Data Retention

We retain your personal data only for as long as necessary to provide the services you have requested and thereafter for a variety of legitimate legal or business purposes. These might include retention periods mandated by legal, contractual, or similar obligations.

9. Your Rights

Under the Data Protection Act 2018, you have the right to:

- Access your personal data.
- To be informed about the collection and use of personal data.
- Rectify inaccuracies in your personal data.
- Request the deletion or removal of your personal data.
- Restrict the processing of your personal data.
- Object to processing of your personal data.
- Request the transfer of your data to another service provider (data portability).

10. Changes to This Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes.

11. Making a complaint

If you have any concerns regarding the way your data is handled, you can contact us to discuss this, 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.