

Privacy notice for Crowthers (Ripponden) Ltd

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Changes to the privacy notice and your duty to inform us of any changes

This version was last updated on 23rd May 2018. It is important that the personal data we hold about you is accurate and up to date. Please let us know if your personal data changes.

How do we collate information from you?

We collect information about you when you ask us to provide our services and when you use our website to contact us about our services.

What type of information do we collect about you?

The personal information we collect from you varies depending on which services you ask us to provide.

The personal information we collect might be your name, address, telephone number, email address, your UTR (unique tax reference from HMRC) number, national insurance number, bank account details, your IP address, which pages you may have visited on our website.

How is your information used?

Generally, and depending on which services you require, as part of providing our agreed services we may use your information to:

Contact you by post, telephone or email

Verify your identity

Understand your needs and how they are met

Maintain our records in accordance with the relevant applicable legal and regulatory obligations

Process financial transactions

Prevent and detect crime, corruption or fraud

We are required by current legislation, other regulatory requirements and our own insurers to retain your data after we have ceased acting for you. The retention period varies dependent upon the applicable legislation but is typically five or six years. To ensure compliance it is our policy to retain all data for a period of seven years from the end of the period concerned.

Who has access to your information?

We will not sell your information to third parties.

We will not share your information with any third parties for marketing purposes.

All staff/workers with access to your information have signed a duty of confidentiality document.

Third Party Service Providers

We do not pass your information to third parties unless required to do so by law.

How you can see and update your information

You have the right to ask for a copy of information Crowthers (Ripponden) Ltd holds about you.

Keeping information up to date and accurate is very important. We will regularly review and correct the information that we hold about you if any of your information changes. Please email or write to us with any changes.

Security protocol in place to protect against the loss, misuse or alteration of your information

We strive to protect your personal information, however we cannot guarantee the security of any information you send us, and you do so at your own risk.

Once we receive your information, we do our utmost to ensure its security on our systems.

Where you have a password which enables you to access information, you are responsible for keeping this password confidential. Please do not share your password with anyone.

Your data will only be processed in our offices in the UK. Information is stored on servers in the UK only. We take the security of your data very seriously and so all our systems have security in place that complies fully with all current applicable legislative and regulatory requirements.

Contact

Occasionally we may contact you by post, email or telephone with information about changes to legal and regulatory requirements that may be relevant to you.

If you do not wish to receive this information from us, kindly, let us know by contacting us via post, email or telephone.

Your rights

Accessing your information

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

Correcting information

We want to ensure that your personal information is accurate and up to date, therefore you may ask us to correct any personal information about you that you believe does not meet this requirement.

Deleting your information

You have the right to ask us to delete personal information about you, providing:

You believe that we no longer require the information for the purposes for which it was initially obtained.

You have validly objected to our use of your personal information. (see 'Objections to how we use your information' below).

Our use of your personal information is contrary to the law or our other legal obligations.

We are using your information with your consent and you have withdrawn your consent. (see 'Withdrawing consent to use your information' below).

Restricting how we use your information

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 there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is 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.

Objections to how we use your information

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.

Withdrawing consent to use 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 for which consent was given.

Please contact us by post, email or telephone if you wish to exercise any of these rights.

Transfer of Data abroad

We do not transfer personal data outside the EEA.

Changes to our privacy policy

Any changes that we make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Contact info

Office telephone number: 01422 823230

Email: office@crowthers.net

Complaints

To exercise all relevant rights, queries or complaints, please in the first instance, contact our data protection officer Sarah Whelan on 01422 823230, via email office@crowthers.net or in writing to Data Protection Officer, Crowthers (Ripponden) Ltd, Church View Offices, Elland Road, Ripponden, Sowerby Bridge, HX6 4DB.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioner's Office via post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or via telephone 0303 123 113 or via website <https://ico.org.uk/concerns>