

# Privacy Notice: Clients & Customers

<b>Date Created:</b>	<b>19<sup>th</sup> September 2018</b>	<b>Last Reviewed:</b>	<b>2023</b>
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## Privacy Notice

Eacotts Ltd (the “Data Controller”) cares about the rights of individuals, and we only collect and use information in line with the General Data Protection Regulation, the Data Protection Act and any other applicable laws and regulations.

This Notice is for Data Subjects and is therefore applicable to clients who are natural persons and to the employees, partners and shareholders of our clients – those who we process in the course of providing a service to our clients or we work with (e.g. as a point of contact).

This Privacy Notice is in compliance with our duty to inform Data Subjects of our processing activities.

### What categories of Personal Data do we process?

We process the following kinds of information about Data Subjects who are clients:

- Full name and contact details
- Work address
- Billing Address
- Job title / position
- Bank details
- Purchase history
- Terms of business
- General correspondence
- Invoices we send you
- Statements of account
- Invoices
- Copies of tax returns
- Accounting information for the calculation of accountancy services
- Copies of your invoices and receipts

We process the following kinds of information about Data Subjects who are the employees of our clients:

- Full name and contact details
- Employer / Place of work
- Job title / position
- Bank details
- Expenses claims
- Pay rate / history
- Pension contributions
- Tax and deductions
- Payroll statements
- Copies of payslips
- Copies of payroll information for the purpose of an audit
- Accounting information for the calculation of accountancy services
- Copies of your invoices and receipts
- P11d information
- PAYE Number
- HMRC Number
- Copies of auto-enrolment letters
- Copies of pension contribution letters

- Copies of P60s

We process the following kinds of information about Data Subjects who are the officers or shareholders of our clients:

- Full name and contact details
- Employer / Place of work
- Nationality
- Date of Birth
- Position
- Bank details
- Expenses claims
- Pay rate / history
- Pension contributions
- Tax and deductions
- Payroll statements
- Copies of payslips
- Copies of payroll information for the purpose of an audit
- Accounting information for the calculation of accountancy services
- Copies of Dividend reports

### **Why do we process this information?**

We need the categories of information in the list above primarily to allow us to perform contracted services for our clients and to comply with our legal obligations.

We also use personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

- Determining the terms on which we offer services
- Administering the contract we have entered into with our client
- Administering accounts to manage relationships with our clients
- Administering payroll for our clients' employees as per our contract with the client
- Administering expenses and work-based benefits to our clients' employees
- Processing payments on behalf of our clients
- Compiling financial information for audit as per our contract with clients
- Issuing refunds where appropriate
- For finance administration and record keeping
- To maintain records to be used in the event of a legal claim or dispute involving you or our client.
- To conduct data analytics studies to review and develop our services
- Business management and planning, including accounting and auditing

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

We may use the basic contact information of our existing clients to contact them to market our services, on the basis of legitimate interest.

### **Where did we collect this data from?**

When our clients are natural persons we will usually only collect their information from them directly.

When our Data Subject is the employee or other representative of our client, we will have obtained the information from our client in the course of working with them.

We will otherwise only obtain information about you from the following sources:

- Financial information provided by your pensions provider
- Financial information provided by another accountancy practice for the preparation of our clients' accounts.

### **Are you under any obligation to provide the Personal Data?**

Where we process Personal Data to comply with our legal obligations, Data Subjects must provide this information.

When Personal Data is processed because of a contractual necessity, it will be impossible to provide the service/s without this information.

### **Who do we share this information with?**

We will share your personal information with other entities in our group, to assist in the provision of contracted services, as part of our regular reporting activities on company performance, in the context of a business reorganisation or group restructuring exercise, for system maintenance support and hosting of data.

We also use some third-party service providers who process data for us on our strict instructions and under a binding contract ("Processors"). Our Processors provide the following services:

- Accountancy services
- IT services
- Web-based Customer Relationship Management software
- Cloud-based storage
- Outsourced HR
- Data Protection Consultancy
- Legal advisors

All our third-party service providers and other entities in the group ie those entities under the control of the Eacotts partnership are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal information with a regulator or to otherwise comply with the law.

Our web-based software providers may transfer your Personal Data to outside the EU due to the nature of their cloud-based systems. These include:

- **Xero** Limited which transfers data between its servers in the EU, USA, and New Zealand for the purpose of running cloud-based accountancy software.
- **Quickbooks** (Intuit Inc) which uses data centres in the EU and USA.
- **Sage** Group plc which uses data centres in the EU and USA.

We have taken steps to ensure that any such transfer of Data is under a similar level of security you would expect in the EU.

### **Will the information be used for automated decision making or profiling?**

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

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

We retain Personal Data in compliance with our Retention Policy and Schedule 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.

Our Retention Policy and Schedule are available on request .

### **How do we keep this information secure?**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

### **What rights do you have?**

Data Subjects are entitled to request that we erase, restrict, rectify or provide you with a copy of the data we hold, and may object to processing activities.

It is our policy to fulfil any such request within the statutory period of one month unless there is a compelling legal or contractual obligation which prevents us from doing so.

To make any such request please contact our officer responsible for data protection whose contact details are Jeffrey Smith, jeffreysmith@eacotts.com, Eacotts, Grenville Court, Britwell Road, Burnham, Bucks, SL1 8DF 01628 665432

You also have the right to lodge a complaint with the UK's data regulator, the Information Commissioner's Office. Visit [www.ico.org](http://www.ico.org) for more information.

### **Our contact information**

Eacotts Ltd  
Grenville Court  
Britwell Road  
Burnham  
SL1 8DF  
01628 665432  
[services@eacotts.com](mailto:services@eacotts.com)

### **Updates**

Eacotts will update this privacy notice to reflect any changes in our practices and services, as and when they occur. Any changes to our privacy notice will be notified on our website, and we will revise the "last updated" date at the top of the webpage.

If Eacotts make any material changes in the way we collect, use, and share personal data, details of these changes will be made to the privacy notice on the website. Eacotts recommend that you visit our website regularly to inform yourself of any changes in this privacy notice.