



PRIVACY NOTICE

A guide and information on MBS Accountants
and how we handle your personal data

Purpose of this notice

This statement describes how we collect and use personal data about you inline with the General Data Protection Regulation (GDPR).

About Us

We are Morgan's Business Solutions Ltd a limited company registered in England under number 05517306 at Unit 3 Tuffley Park, Lower Tuffley Lane Gloucester, GL2 5DE and we trade as MBS Accountants.

For the purposes of GDPR we are a data controller which means we are responsible for deciding how we hold and use personal data about you. We have appointed a Data Protection Officer who has overall responsibility for assisting with enquiries relating to this notice or our treatment of personal data. You can contact our Data Protection Officer using the information below,

How we may collect your personal data

We may obtain personal data about you in a number of ways:

- You request further information about our services and arrange a discovery call or proposal meeting
- You, or your employer, or our clients engage us to provide services and through the provision of those services
- You contact us via post, email, telephone, social media, support ticketing systems, online forms or via our website such as when requesting help and/or advice or enquiring about our services.
- From third parties and/or public sources such as your employer or Companies House.

The kind of data we hold about you

The data we hold about you may include:

- Your personal details such as name, address, date of birth, NI number, tax reference number
- Details of any contact we have had with you regarding services we provide
- Details of the services you receive and have received from us
- Our correspondence and communications with you
- Information about any complaints you may make
- Information we may receive from other third parties such as former accountants, HMRC, employers and Companies House.

How we use personal data we hold about you

We may process your personal data for the purposes necessary for the performance of our contract with you, your employer, our clients and to comply with our legal obligations such as completing and filing various accounting, tax and personal data to HMRC and other third parties required by law.

Through the course of fulfilling our contracts with our clients we may process personal data where you are an employee, subcontractor, supplier or customer of our client.

We may process your personal data for marketing, business development, statistical and management purposes. Such data will be anonymised where possible allowing us to store the data without restriction.

We may also from time to time need to share information with our third parties such as for references or any other purpose that may occur. Express permission will be sought at the time that these events occur. No data will be provided until written permission has been provided.

We may also use your data to communicate with you about products, services and events which we provide which we feel may be of interest to you provided you have consented to be contacted for such purposes or there is a legitimate interest.

We may also use your personal data to communicate with you about changes to our services or the way in which we operate including changes to the nature of how our services are delivered, opening hours and other changes as necessary.

If you refuse to provide us with certain information when requested or withdraw permission for certain data to be used then we may not be able to perform the contract we have entered into with you. We may also be unable to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

Data Retention

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it was collected. When we assess what retention period is appropriate for your personal data we take into consideration:

- The requirements of our business and the services we provide
- Any statutory or legal obligations
- The purpose for which we originally collected it
- The lawful grounds on which we based our processing
- The types of personal data we have collected
- The amount and categories of personal data
- Whether we could reasonably fulfil the purpose of processing the personal data by other means

Change of purpose

Where we need to use your personal data for another purpose that which we originally collected it for we will only use it for a purpose that is compatible with the original purpose. Should it be necessary to use your personal data for a new purpose we will notify you and communicate the legal basis which allows us to do so before starting that new processing purpose.

Data Sharing

We will share your data with third parties where we are required by law, where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

Third parties include third party service providers and other entities we may engage. The following activities are carried out by third part service providers: IT and cloud based services, occasional professional advisory services, occasional subcontracted work and other ad-hoc work in line with our standard services.

We may also share your personal data with other third parties such as within the context of a possible restructuring or sale of the business and we may also need to share your personal data with a regulator or to otherwise comply with the law.

Transferring personal data outside the European Economic Area (EEA)

We may transfer the personal data we collect about you outside of the EEA in order to perform our contract with you. This may happen if you use Cloud software, or we choose to do so in performing our contract with you. This is due to some Cloud software providers holding their servers in countries outside the EEA.

There is an adequacy decision, made by the European Commission, in relation to the USA which entities can adopt in order that they are deemed to provide an adequate level of protection for your personal information for the purpose of the Data Protection Legislation.

Where relevant, we have obtained written confirmation from the software providers, that they have in place equivalent security measures to those applicable in the EU and have ensured that our contract with the software providers contain E.U. model data protection clauses.

Should you require further information about this please contact us using the contact details outlined below.

Data Security

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only access your personal data 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.

Rights of access, correction, erasure and restriction

It is important that the personal data we hold about you is accurate and current. Should your personal data change then please notify us of any such changes that we should be made aware of through your normal point of contact.

Under certain circumstances, by law you have a right to:

- Request access to your personal data enabling you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- Request correction of the personal data that we hold about you.
- Request erasure of your personal data enabling you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal data enabling you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal data to you or another data controller if the processing is based on consent, carried out by an automated means and this is technically feasible.

To exercise any of these rights you should contact us using your normal point of contact or our contact details below.

You will not have to pay a fee to access your personal data or to exercise any of the above rights. However, we may charge a reasonable fee or refuse to comply if your request to access is clearly unfounded or excessive.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information or exercise any of your other rights. This is in place as another appropriate security measure to ensure your personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose i.e. in relation to direct marketing, you have a right to withdraw your consent for that specific purpose at any time. To withdraw your consent please email info@mbsaccountants.co.uk

Once we have received your request to withdraw consent, we will no longer process your personal data for the purpose(s) you originally agreed to unless we have another legitimate reason for doing so in law.

Changes to this notice.

If we make changes to our privacy notice in the future the most up to date version will be accessible via our website. This privacy notice was last updated 23 May 2018

Contact us

If you have any questions regarding this notice or if you would like to speak to us about the way in which we process your personal data please email info@mbsaccountants.co.uk or phone 01452 260 265.

Our Data Protection Officer is Ian Morgan who can be contacted using the same contact details.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time.

The ICO's contact details are as follows:

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

Telephone - 0303 123 1113 (localrate) or 01625 545 745

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

