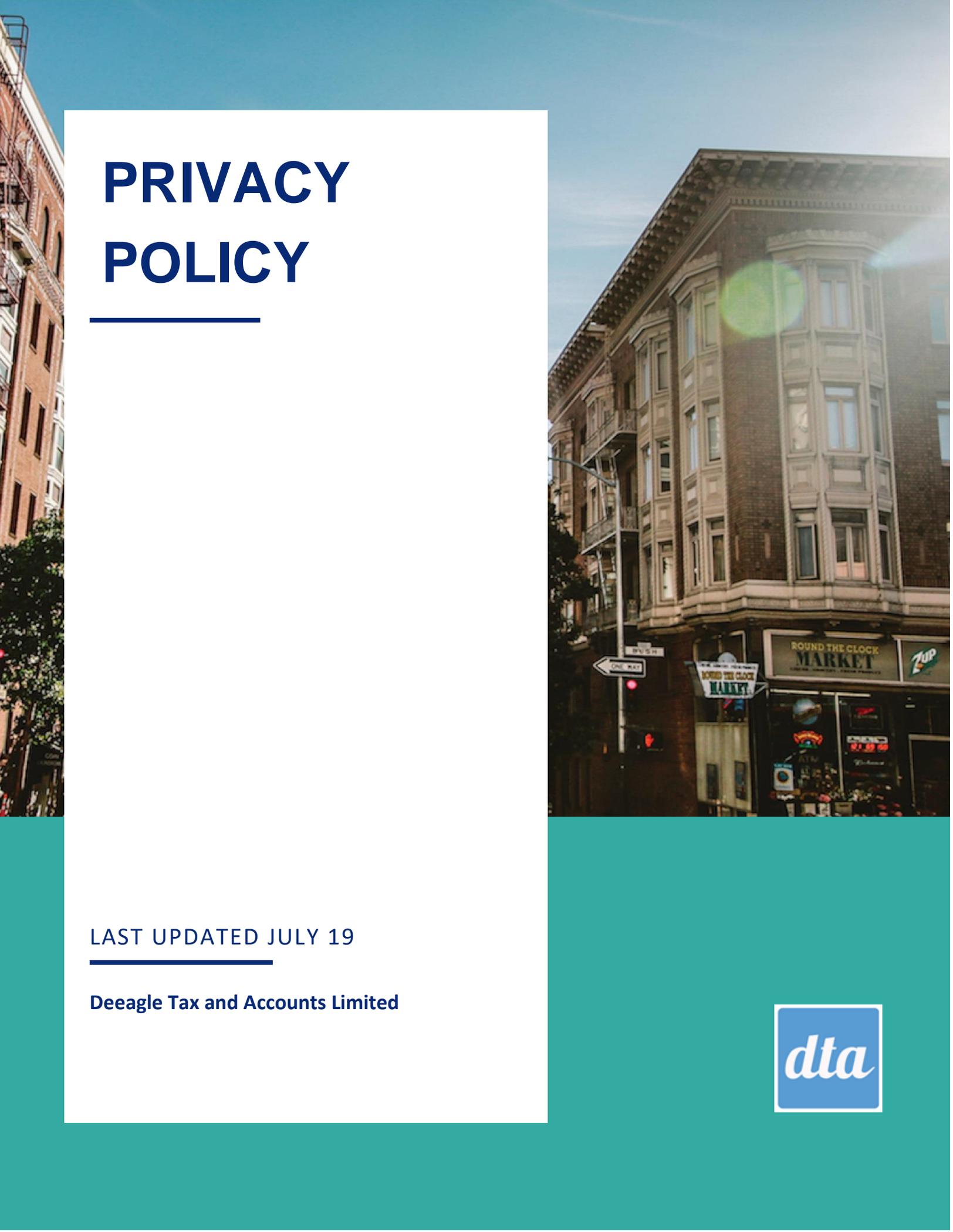


PRIVACY POLICY

LAST UPDATED JULY 19

Deeagle Tax and Accounts Limited



Privacy policy

DEEAGLE TAX AND ACCOUNTS LIMITED believes your data is a precious commodity and know it is your right to total transparency and control on how we use it. We have implemented strong data privacy and security safeguards to ensure that you're protected to the best extent we can.

This policy outlines what data we collect, how we use it and the safeguards we put in place to protect it.

Contact us at info@deeagle.co.uk if you have any concerns, wish to request access to the data we hold on you or uphold any of your other rights.

Our commitment to you

Our Client Portal

What personal data do we collect?

What about Cookies?

Why do we collect this data?

Who do we share this data with?

How long do we keep your data?

Exercising your rights

Our commitment to you

We will only collect data about you that is relevant and necessary
Your data will only be held on systems that meet compliance standards.
Your data will only be accessed by those who need it and we will minimise the amount of data that is processed, wherever possible

We won't share or sell your data to any third party outside of DEEAGLE TAX AND ACCOUNTS LIMITED and its Processors unless you have agreed through explicit consent, we are required to share it by law or we need to fulfil our service commitments to you through a third party that meets our own privacy standards

We will always remember that it is your personal data, not ours. As such we will ensure complete transparency and openness with you

The data we transfer to Third Countries will be protected to the same high standards of data protection we enforce and always with standard contractual clauses in place.

We respect your rights as outlined in the next section and will respond to all requests promptly

Our Client Portal

Our client portal allows you to log in to your account and see your personal and company information and documents

Directors can view all company details, documents (including accounts, payslips, invoices and VAT Returns), and their own data and Personal Tax Returns

Shareholders can view company details, their own data and Personal Tax Returns

What Personal Data do we collect?

We collect information about you in two key ways:

Passive – you give us information on our website, email us, call us, or at meetings.

Proactive – this is data about you that we may hold from referrals, or previous accountants

We try and minimise the personal data held on you. Typically, this is restricted to:

Your personal contact details – Name, address, email address, phone numbers, Date of Birth, Nationality, National Insurance Number, Marital

Status, ID Confirmation, Proof of Address, source of your data and legal reason for the holding of your information

Your company details – Address, HMRC Reference Numbers, and other public held information including invoicing details

Transmitted information – such as emails, phone call information, call recordings, voice mails, meeting notes and document tracking information

We make it policy not to connect any social media feeds or store any social media you may post to our systems, with the exception of private messages.

What about Cookies?

We have a separate cookie policy which can be found on our website.

Why do we collect this data?

We use your data for the following purposes:

To provide you our products and services

To act on your instructions

To personalise the website for you

To contact you in response to a specific enquiry

To contact you with phone calls, promotional emails and mailings about related products, services, offers and other things that we think may be relevant to you under Legitimate interest

To improve or modify our services

For audits, regulatory purposes, and compliance with industry standards

To conduct aggregate analysis and develop business intelligence that enables us to operate, protect, make informed decisions, and report on the performance of, our business

Calls may be recorded for information holding, quality and training purposes.

All our processes are mapped and are subject to various internal policies to ensure that your data privacy and security.

How long will you keep your data?

We will retain your data for a period of 6 years following the end of any Service Agreement unless legally obligated to hold it longer. For any other data outside of contracts we will retain your data for 1 year from point of last contact and annual data cleanse program.

Who do we share the data with?

We use and store your data with various third party partners and on platforms that are either within the EEA, protected under US Privacy Shield or by Standard Contractual Clauses. These are called “Processors” and we have done our best to ensure that your data is protected on these platforms.

They include Microsoft (Azure and Office 365) Companies House, HMRC and Processors involved in the delivery of your service.

These Processors also include those established in Third Countries. In these instances, we have used Standard Contractual Clauses to provide the legal framework for this.

Any third parties that we share or store your data with are obliged to keep your details securely and uphold the same levels of data protection we maintain. If you want to find out more please contact us.

We regularly review suppliers for data security compliance to ensure your data is safe and track where your data is held.

We will never share or sell your personal data for marketing purposes with third parties. If you ask us to act under your instruction (e.g. to set up a bank account) we cannot be held responsible for how they use your data.

Our website and other materials sent to you may contain links to other third party websites. We're not responsible for the content or your data privacy on these sites.

Exercising your rights

We never forget that the personal data you give us belongs to you and that is why we operate in a fair and transparent manner. This means that you have the following rights over the data we hold about you:

- Right to access all the data we hold about you
- Right to object to processing of your data
- Right to opt out of marketing
- Right to have inaccurate data corrected
- Right to erasure of personal data
- Right to export of personal data

Every email sent from DEEAGLE TAX AND ACCOUNTS LIMITED allows you to opt out of receiving emails from us, except for the purposes of fulfilling any contractual arrangements.

If you request for your data to be deleted, your name and email address will be added to an exceptions list and all other data removed.

If you would like to exercise these rights please contact at info@deeagle.co.uk

Unless we have a legal obligation that overrules your request we will endeavour to comply with your request within a month of request.

Just so you know, this privacy policy was last updated on 18 March 2019. This Privacy Policy is reviewed on a regular basis. We will post the most current version on our website (<https://www.deeagle.co.uk/privacy-policy>). If a revision meaningfully reduces your rights, we will notify you.

Compliance:

MAGDALENA JAWORSKA is responsible for maintaining and implementing the Privacy Statement and Policy on behalf of DEEAGLE TAX AND ACCOUNTS LIMITED. She carries out an annual review of the policy to verify it is in effective operation