**Privacy notice for Lisa Lines Ltd**

Lisa Lines (“Lisa Lines Ltd”, "we", “us”, “our” and “ours”) is an accountancy and tax advisory firm. We are registered in England and Wales as a limited company under number 11038208 and our registered office is at 23 Lydford Close, Ivybridge, Devon. PL21 0YW.

Lisa Lines Ltd takes the protection of your privacy very seriously. We will only use your personal information to deliver the products and services you have requested from us, and to meet our legal responsibilities.

This notice will tell you how we look after your personal data, about your privacy rights, and about our compliance with and your protections under Data Protection Legislation.

In this notice “Data Protection Legislation” means any applicable law relating to the processing, privacy, and use of Personal Data, including the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended by The Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2020.

For the purpose of the Data Protection Legislation and this notice, we are the ‘data controller’. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We have appointed a Data Protection Officer and Data Protection Point of Contact. Lisa Lines is our Data Protection Officer, and Denise Sings is our Data Protection Point of Contact and is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. Should you wish to contact our Data Protection Point of Contact you can do so using the contact details noted below.

**How do we collect information from you?**

We obtain information about you when you engage us to deliver our products and services and when you use our website, for example, when you contact us about our products and services.

We obtain your personal data directly from you when:

* you request a proposal from us in respect of the services we provide;
* you engage us to provide our services and also during the provision of those services;
* you contact us by email, telephone, post, or social media (for example when you have a query about our services);

We may also obtain your personal data indirectly:

* from your employer (our client) when it engages us to provide services and also during the provision of those services
* from third parties and/or publicly available resources (for example, from your employer or from Companies House).

**What type of information do we collect from you?**

The personal information we collect from you will vary depending on which products and services you engage us to deliver. The personal information we collect might include your name; address; telephone number; email address; your Unique Tax Reference (UTR) number; your National Insurance number; bank account details; details of contact we have had with you in relation to the provision, or the proposed provision, of our services; details of any services you have received from us; our correspondence and communications with you; information about any complaints and enquiries you make to us; information from research, surveys, and marketing activities your IP address; which pages you may have visited on our website and when you accessed them.

**How is your information used?**

In general terms, and depending on which products and services you engage us to deliver, as part of providing our agreed services we may use your information to:

* contact you by post, email or telephone
* verify your identity where this is required
* understand your needs and how they may be met
* maintain our records in accordance with applicable legal and regulatory obligations
* process financial transactions
* prevent and detect crime, fraud or corruption
* carry out our obligations arising from any agreements entered into between you. your employer, our clients and us (which will most usually be for the provision of our services);
* carry out our obligations arising from any agreements entered into between our clients and us (which will most usually be for the provision of our services) where you may be a subcontractor, supplier or customer of our client;
* provide you with information related to our services and our events or seek your thoughts and opinions on the services we provide; and
* notify you about any changes to our services.
* In some circumstances we may anonymise or pseudonymise the personal data so that it can no longer be associated with you, in which case we may use it without further notice to you.

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.

Where we need to use your personal data for a reason, other than the purpose for which we originally collected it, we will only use your personal data where that reason is compatible with the original purpose. If we need to use your data for a new purpose, we will notify you and communicate our legal basis for this new processing.

We are required by legislation, other regulatory requirements and our insurers to retain your data where we have ceased to act for you. The period of retention required varies with the applicable legislation but is typically five or six years. To ensure compliance with all such requirements it is the policy of the firm 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 or rent your information to third parties.

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

Any staff with access to your information have a duty of confidentiality under the ethical standards that this firm is required to follow.

**Third Party Service Providers working on our behalf**

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example to process payroll or basic bookkeeping. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

Please be assured that we will not release your information to third parties unless you have requested that we do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

We may share your personal data 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 data with a regulator or to otherwise comply with the law.

**How you can access and update your information**

Keeping your information up to date and accurate is important to us. We commit to regularly review and correct where necessary, the information that we hold about you. If any of your information changes, please email or write to us, or call us using the ‘Contact information’ noted below.

**Your rights**

**Access to your information:** You have the right to request a copy of the personal information about you that we hold.

**Correcting your information:** We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

**Deletion of your information**: You have the right to ask us to delete personal information about you where:

* you consider that we no longer require the information for the purposes for which it was obtained
* you have validly objected to our use of your personal information - see ‘Objecting to how we may use your information’ below
* our use of your personal information is contrary to law or our other legal obligations

**Restricting how we may use your information:** In some cases, 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.

**Objecting to how we may 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.

Please contact us in any of the ways set out in ‘Contact information’ below if you wish to exercise any of these rights.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee for the administrative costs of complying with the request if your request for access is manifestly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

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

**Your 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 (for example, in relation to direct marketing that you have indicated you would like to receive from us), you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please email our Data Protection Point of Contact admin@linesca.co.uk.

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

**Security precautions in place to protect the loss, misuse or alteration of your information**

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

Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given, or where you have chosen, a password which enables you to access information, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Your data will usually be processed in our offices in the UK. However, to allow us to operate efficient digital processes, we sometimes need to store information in servers located outside the UK, but within the European Economic Area (EEA). We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

**Changes to our privacy notice**

We keep this privacy notice under regular review and paper copies of the privacy notice are available on request.

This privacy notice was last updated on 12th July 2022.

**Contact information**

Lisa Lines

23 Lydford Close

Ivybridge

Devon

PL21 0YW

01752 923946

07717132044

[lisa@linesca.co.uk](mailto:lisa@linesca.co.uk)

**Complaints**

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner’s Office at

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

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