**GDPR privacy policy**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Owl Accountancy Services Limited of Yr Hen Banc Business Centre, 29/31 High Street, Caergwrle, Flintshire LL12 9EU  
  
**About this document**  
This privacy policy sets out the way we process your personal data and we’ve created this privacy policy to make sure you are aware of how we use your data.   
  
**How we collect your information**  
We may collect your personal data by means of a form on our website or by personal meetings, telephone, email, fax, or post. We may collect this data in the following ways:  
  
• Directly from you, when you make a request for our services or contact us for any other reasons  
• When we, from time to time, contact you regarding our services or administrative or technical support matters  
• From someone else who is submitting information on your behalf  
• From someone else who is seeking our assistance on your behalf e.g. a mortgage broker.  
  
**The types of information we collect**  
We may collect the following types of personal information about you:  
  
• Contact information, including email addresses, telephone numbers and postal addresses  
• Records of communications and interactions we have had with you  
• Financial information, including bank account details, bookkeeping records, and credit card details   
• Information relevant to our provision of services to enable us to support you, including details regarding your business or personal tax and financial affairs.  
  
**Why we use personal data**  
We use your personal data in order to enable us to deliver our services as requested in accordance with our contractual obligations, including the provision of administrative and technical support. For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, when processing your personal data we are relying on the legal basis of:  
  
• Our contract with you  
• Our legitimate interest in being able to take payment from you by debit or credit card. We rely on this legitimate interest when we take your debit or credit card details and pass them to our card payment services provider for processing.  
  
The information we collect and process is required for us to be able to perform our contractual obligations and receive payment from you for the services we provide. Should you fail to provide this information, we would not be able to deliver under the terms of our contract with you.  
  
**Sharing your information with others**  
We do not sell your personal data. However, we may share your personal data with another party, including HMRC, Companies House, our software providers and IT support (who are providing us with IT support), or another firm of accountants (who are working on our behalf) We may also share your personal data with our card payment services provider to enable us to take payment from you by debit or credit card.  
  
**How long your information is kept**  
We keep your personal data only for as long as necessary. We keep your contact information until we consider there is no need to provide administrative or technical support or until you request it to be erased.

**Your rights**  
Under certain circumstances, by law you have the right to:  
  
• Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it  
• Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected  
• Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing 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 in particular ways, including processing based on the lawful basis of legitimate interests and direct marketing. Owl Accountancy Services Limited does not use your data for direct marketing  
• Request the restriction of processing of your personal data. This enables 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 yourself or another party in a safe and secure way, without affecting its usability, for example in a format that is structured, commonly used, and machine-readable  
  
Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply. Further details regarding these rights can be found on the Information Commissioner’s Office website:  
<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>  
  
**Contact and complaints**  
If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact

Owl Accountancy Services Limited:  
• by email: annlovatt.owl@gmail.com  
• by telephone: 01978 855982 or 0770 954 7678  
• or by post: Owl Accountancy Services Limited, 29/31 High Street, Caergwrle Flintshire LL12 9EU  
  
If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner’s Office website:  
<https://ico.org.uk/>