



PRIVACY NOTICE

This privacy notice applies to JRD Partnership which comprises the following network of associated businesses:

- **JRD Partnership Ltd (SC266521) – core accountancy & taxation business and HMRC representative agent for all associated businesses.**
- **JRD LLP (SO3000394) – primarily regulated work, clubs & charities and DPB licence for restricted financial advice and our fee protection insurance policy (HMRC investigations).**
- **JRD Partnership (Payroll Bureau) Ltd. (SC560311) – dedicated payroll bureau company.**
- **Details of other associated entities (which are either not client facing or non-trading) are available by contacting our principal business address in writing: 11 Portland Road, Kilmarnock, KA1 2BT.**

JRD Partnership takes the protection of the confidentiality and privacy of information entrusted to us very seriously. We believe that we comply with the EU General data Protection Regulation (GDPR) and the UK Data Protection Act 2018 as far as is applicable to our activities.

How do we collect information from you?

We obtain information about you when you engage us to deliver our products and/or services – we normally obtain this directly from you in writing, by e-mail, telephone or in face-to-face meeting. We sometimes obtain information indirectly – e.g. Companies House, social media or websites – but only from information that is already publicly available and for the purposes of helping us to understand your business and deliver our services more effectively.

What type of information do we collect from you?

The personal information we collect from you will vary depending on which products and/or services you engage us to deliver. The personal information we collect might include your name, address, telephone number, email address, date of birth, Unique Tax Reference (UTR) number, your National Insurance number, bank account details and family information only to the extent that it is relevant for the purposes of our agreed remit(s). We would not normally request information relating to individuals under the age of 13 unless this is necessary (e.g. in relation to your child benefit or tax credit claims as parents).

How is your information used?

In general terms, and depending on which products and/or 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
- any other reason if specifically instructed by you and agreed by us.

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 or sub-contractors with access to your information have a duty of confidentiality under the ethical standards that all of our associated firm's are required to follow.

We may be contacted directly by a third party requesting your personal information – e.g. a bank in relation to funding covenants or an agency for a financial or other reference. We will not release information to a third party without your prior authorisation.

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 your pensions provider for auto enrolment purposes). Information is shared within the JRD Partnership associated firms for the purposes of carrying out the relevant services (as outlined above). However, when we use external third-party service providers, we disclose only the personal information that is necessary to deliver the service and we have an agreement 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.

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.

You have the right to ask for a copy of the information we hold about you.

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.

Your choices

We may occasionally contact you by post/email/telephone with details of any changes in legal and regulatory requirements or other developments that may be relevant to your affairs and, where applicable, how we may assist you further. We do not generally cold call or aggressively market either existing clients or potential clients. We would normally have two annual communications over our main client base which we consider to be relevant to our recurring work and which, in our opinion, do not require prior consent in order to send:

- Communication reminding tax clients of their obligations to submit a Self Assessment tax return and related information (we do normally provide some general updates on the firm's resources and current topics which we feel may be of interest to you within this communication).
- Non-mandatory fee protection insurance policy re HMRC investigations (this is sent via our third-party insurance provider).

However, if you do not wish to receive such information from us, please let us know - see 'Contact information' 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
- we are using your information with your consent and you have withdrawn your consent

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. You have the right at any time to require us to stop using your personal information for direct marketing purposes.

Withdrawing consent to use your information: Where we use your personal information with your consent, you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

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

Changes to our privacy notice

We keep this privacy notice under regular review and will place any updates on www.jrdpartnership.co.uk

Paper copies of the privacy notice may also be obtained from the contact details below.

This privacy notice was last updated on 15 August 2023.

Contact information

If you have any queries in relation to this Privacy Notice, please contact:

Ken McCracken, B.Acc, CA
Managing Director/Partner
JRD Partnership
Chartered Accountants
11 Portland Road
Kilmarnock
KA1 2BT

Tel: 01563 525024

e: KenM@jrdpartnership.co.uk

Complaints

We seek to directly resolve 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>