

## **DPO404**

### **Detailed aspects of the privacy policies of Chartmain Services Ltd trading as Sorpaid**

Our overall privacy policies, and the more detailed comments below, set out the reasons we collect data and the methodology employed together with our data deletion protocols.

#### ***Your rights***

All data subjects have statutory rights under the General Data Protection Regulations which we will always respect.

#### ***The lawful basis of data we hold***

We hold and process data based on the following criteria:-

- a) Where you have given consent to all data we might collect or process by your signature to an initial enquiry form or by a subsequent letter of engagement  
**AND**
- b) Where it is necessary to discharge our legal contractual obligations to you  
**AND/OR**
- c) We have a legal obligation to collect or process data **AND/OR**
- d) It is legitimate for us to hold or process data in order to protect our legitimate interests

#### ***Data Retention***

Basic customer data relating to our own accounting records may be required to be kept for up to six years.

#### ***Complying with data requests***

In respect of any data other than that required to be retained by statutory, regulatory or accounting requirements, the client has the right to request that this data be deleted. Data will be deleted from our records within 28 days of receipt of such a request, but it is unlikely that we will be holding data other than in connection with our own accounting records

You also have the right to be supplied with copies of data we hold. The right is, however, subject to statutory requirements such as anti money laundering and anti terrorism legislation, audit regulations and similar rules and regulations which may override the general right. Some legislation prohibits us from disclosing the fact that certain data has been withheld.

#### ***Where data comes from***

**In carrying out all areas of work on a client's behalf**

The information shall come primarily from the customer.

*How we use the data*

**For all areas of professional work**

We will use the data for our own accounts preparation and customer records.

*Who we share it with*

The data will be shared with all persons and organisations who may have a legal right to access such information, and to our own staff and to authorised IT advisors acting under our supervision working on our IT systems.

This will include, where relevant, HMRC.