

Privacy Policy

Tayabali & White is a trading name of TT&W Limited, a company registered in England & Wales (06604087). This Privacy Policy explains how we use the personal information we collect about you.

What information do we collect about you?

If you engage us to carry out professional services for you we will gather personal information from you such as your name, address, telephone numbers, email address, date of birth. We will also gather financial information such as sources of income, details of assets you own, outgoings and other financial commitments you may have.

This information is obtained from you through Tayabali & White forms you may complete, discussions with you, letters and emails.

GDPR applies only to individuals; it does not apply to companies. However, if we provide payroll services to your company we will obtain personal details of your employees.

Why do we need to collect and use your personal data?

The main legal basis, specifically allowed for under the General Data Protection Regulation ("GDPR"), for processing your data is for the proper performance of our contract with you. The information we collect is essential for us to be able to carry out the services you require from us effectively. We cannot, for example, prepare your tax return accurately without the full relevant information, nor could we provide complete and holistic tax advice without knowing all the pertinent details.

The law also permits us to use personal data where we have a legal or regulatory obligation and also where there is a legitimate interest, for example writing to you about an important change in tax law that may affect you.

Where is your information processed?

All your information is processed in the UK. If in future it were to be processed elsewhere in the EEA you should know that all EEA countries are also bound by the GDPR. If it were to be processed outside the UK and the EEA where the same level of data protection may not exist, we would put in place adequate measures to ensure your information is suitably protected.

With whom might we share your information?

We will not share your information for marketing purposes with any other organisations.

In order to deliver our services to you effectively we may send your details to third parties that we engage for accountancy services, such as sub-contracted bookkeeping work. In such a case we will have contracted with them to ensure that the nature and purpose of the

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processing is clear, that they are subject to a duty of confidence and they will only act in accordance with our written instructions.

We may share your personal information with organisations where required by regulation or law, such as HM Revenue & Customs, Companies House or the Institute of Chartered Accountants in England & Wales (our governing body).

We may also share your information in the future if the corporate structure of Tayabali & White changes, for example by selling or merging our business with another. We will only share your data in such circumstances if the other parties agree to keep your data safe and they are subject to the UK privacy regulations or overseas equivalent.

We will share your data with other organisations or individuals only if you give us your expression permission to do so; for example with your financial adviser, with your spouse or with your children.

How do we protect your information?

We have strict controls in place to help protect personal information (held both physically in paper form and electronically) and to minimize loss or damage whether through accident, negligence or deliberate actions.

How long do we keep hold of your information?

We will keep your personal data for as long as you are a client of Tayabali & White.

After your relationship with Tayabali & White ends we will keep your information for a minimum of six years. We are also subject to regulatory requirements to keep data for specific minimum periods.

We reserve the right to keep data for longer periods than this due to the possibility that it may be required to defend a future complaint against us by you or any third party representative; or it may be required to help you defend yourself in an enquiry from HMRC or for other personal reasons.

You have the right to request the deletion of your personal data. We will comply with this request subject to the restrictions of our contractual and legal requirements or legitimate interests as described above.

What rights do I have?

Under GDPR, you have the following rights as data subjects:

- **Right to be informed** – about the collection and use of your data, which is a purpose of this Privacy Policy document.
- **Right of access** – to your personal information. If you would like to receive a copy of the personal information we hold for you, you may make a data subject access request to our Privacy Officer (see below).

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- **Right to rectification** – if the data we hold is inaccurate or incomplete. You can ask for information to be removed if there is no compelling reason for Tayabali & White to continue to have it.
- **Right to restrict processing** – if you request to block the processing of personal information for specific reasons.
- **Right to data portability** – for your own purposes in certain circumstances, for example if you were moving away to a different accountant
- **Right to object** – to Tayabali & White processing your data inappropriately.

Cookies

Cookies are small pieces of data, stored in text files, which are stored on your computer or other device when websites are loaded in a browser. They are widely used to 'remember' you and your preferences, either for a single visit (through a 'session cookie') or for multiple repeat visits (using a 'persistent cookie'). Cookies may be set by the site that you are visiting (known as 'first party cookies'), or by other websites who serve up content on that site ('third party cookies').

We use some third party cookies to help us understand how visitors use our site and what interests them. However, we do not collect or store any data that can identify the visitor to our site. If you would like more information about the specific cookies we use please do get in touch.

For more information about cookies generally visit: www.allaboutcookies.org

What can I do if I have a complaint about how my personal data is processed?

Protecting your personal information is important to us. If you are unhappy with how we have handled your information we would encourage you first to get in touch with our Privacy Officer, Simon White, to see if the complaint can be resolved amicably.

You have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is the ICO:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF
Tel. 0303 123 1113

How can I contact you?

If you have any questions about our Privacy Policy or information we hold about you, please get in touch:

By email – to enquiries@tayabali-white.co.uk

By phone – 01223 843324

In writing – at Tayabali & White, 5 High Green, Great Shelford, Cambridge CB22 5EG
