

Privacy Notice

INTRODUCTION

Langdon West Williams plc ('LWW') is committed to protecting your privacy by complying with the General Data Protection Regulation ('GDPR') and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

Please note that the information contained within this document is provided to you on a confidential basis and should not be circulated to any third party.

The purpose of this document is to inform you about the type of information we hold about you, how we use it and to let you know your rights.

GENERAL

Who is the contact point at LWW for data protection matters?

Ian Watt, Director of Langdon West Williams plc, is responsible for data protection matters within the firm. His contact details are 01737 359242 or ian.watt@lwwplc.co.uk.

Do you have a Data Protection Officer?

Under GDPR it is not necessary for our firm to appoint a Data Protection Officer, as we are not a public authority or public body and we do not engage in large scale data processing.

Is LWW a data controller or a data processor?

Generally, 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.

In certain circumstances we would be the 'data processor'.

Are you satisfied that LWW meets the GDPR requirements?

Yes, we are satisfied that our firm meets the requirements of GDPR.

DATA COLLECTED OR HELD

How we collect your personal data

We obtain personal data about you, for example, when:

- you engage us to provide our services and also during the provision of those services;
- you contact us by email, telephone, post (for example when you have a query about our services);

or

- from third parties and/or publicly available resources (for example, from your employer or from Companies House).

What type of personal data do we collect?

We may collect the following types of personal data:

- your name, address, email addresses, telephone numbers;
- date of birth;
- gender;
- National Insurance number/Unique Tax Reference
- bank details;
- details from your passport/driving licence and utility bills for anti-money laundering purposes.

Other information we may hold includes:

- details of salary, pension, and dividends;
- other information needed for payroll and taxable benefits purposes;
- correspondence with or about you, for example, at your request, a letter to your mortgage company confirming your salary

Lawful basis

We may process your personal data for purposes necessary for the performance of our contract with you and to comply with our legal obligations.

We may process your personal data for the purposes necessary for the performance of our contract with our clients. This may include processing your personal data where you are an employee, subcontractor, supplier or customer of our client.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This includes processing for marketing, business development, statistical and management purposes.

We may process your personal data for certain additional purposes with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.

Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data.

How your information will be used

We may use your personal data in order to:

- carry out our obligations arising from any agreements entered into between you 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 an employee, subcontractor, supplier or customer of our client;
- provide you with information related to our services and our events and activities that you request from us or which we feel may interest you, provided you have consented to be contacted for such purposes;
- 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.

If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

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.

Automated individual decision-making and profiling

We do not use your data for automated decision-making or profiling.

DATA MANAGEMENT AND RETENTION

Do you review data to check accuracy and relevance?

The data we hold is reviewed on an annual basis as part of our Annual Compliance Review in completing our Annual Return for our professional body to ensure it is held for the purposes of our legal or contracted duties.

How long do we keep your data for?

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided;
- any statutory or legal obligations;
- the purposes for which we originally collected the personal data;
- the lawful grounds on which we based our processing;
- the types of personal data we have collected;
- the amount and categories of your personal data; and
- whether the purpose of the processing could reasonably be fulfilled by other means.

What happens if the purpose for which you use my personal data changes?

Where we need to use your personal data for another reason, other than for the purpose for which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

At the end of the retention period, what do you do with the data?

It is securely deleted or shredded once it is no longer required for our legal or contracted duties and any statutory retention period has expired.

DATA SECURITY

Where is electronic data stored and what security is in place?

Digital data is stored on a storage platform offered by a cloud service provider.

Our IT cloud service provider has three different servers in the cloud. One server's data is copied to another and also backed up to a third server. Firewalls and security are run by the IT cloud provider. Access to servers is restricted to the members of staff responsible for IT management.

Our IT cloud service provider has confirmed to us that they are GDPR-compliant.

Our internal information security and data protection policies include:

- Data in digital form is password-restricted and only available to members of staff who may be involved on that particular assignment.
- Data in digital form is held on central servers and not local computers.
- Data in digital form is not permitted to be downloaded onto memory sticks or similar devices without approval and encrypted.
- Data is only requested to enable us to perform our legal or contracted duties.
- No personal data is passed on to external parties.
- Regular staff training.

Is data transferred outside the UK?

All data is stored on servers within the UK. We will not transfer the personal data we collect about you outside of the EEA.

Where is hard copy data stored and what security is in place?

All paper data is stored on our premises. We do not externally archive data. Our manual files are securely stored in our office and are only available to staff members working on that particular assignment.

How is data transferred to others?

Data is transferred internally via email or hard copy. Data is transferred to external recipients via email or post.

Do you use subcontractors for processing data?

We do not use subcontractors for processing data.

PRIVACY BY DESIGN

How do you take data protection into account when considering new business processes and/or new hardware or software?

Under GDPR data protection must be considered holistically within a business by "design and default". Such an approach is used when we as a firm design new processes and/or procure new hardware or software.

DATA BREACHES

What is LWW's procedure regarding data breaches?

Any staff member who suspects a data breach has occurred is required to report the matter immediately to our Director Ian Watt, as the person responsible for data protection matters within the firm. He will then determine whether a breach has occurred, and take the necessary steps to address it, and if required, notify the relevant individuals and the ICO within the required timescales.

PRIVACY NOTICES

Will you be updating Privacy Notices to reflect the GDPR requirements?

We have updated this Privacy Notice to reflect the requirements of the GDPR.

Any changes we may make to our privacy notice in the future will be provided to you either by post, email or updated on our website.

This privacy notice was last updated in April 2018.

Will you be updating your engagement letter to reflect the GDPR requirements?

In addition to this Privacy Notice, our engagement letter with you will also be updated in accordance with guidance from our professional body, the Institute of Chartered Accountants in England and Wales, to ensure we conform to professional standards and requirements. An updated engagement letter will be sent to you in due course.

We can confirm that our revised engagement letter will not include automatic consent to any other unrelated activities or services.

STAFF

What GDPR training have you arranged for your staff?

All staff are updated by internal training sessions on the GDPR requirements and their impact on our firm.

What procedures are used to verify the identity and backgrounds of company employees?

The identity of employees is verified to photographic ID before commencement of employment. Employees' background is verified by recruitment agency, if used, and references from previous employers.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us.

Your rights in connection with personal data

Under certain circumstances, by law you have the right to:

- Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- Request correction of the personal data that we hold about you.
- 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 continuing to process it. (Please note that any statutory requirements imposed regarding our legal or contractual obligations would take precedence over any request for erasure.) 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 where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes.
- 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 you or another data controller if the processing is based on consent, carried out by automated means and this is technically feasible.

If you want to exercise any of the above rights, please contact our data protection point of contact, Ian Watt, on ian.watt@lwwplc.co.uk.

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 if your request for access is clearly 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.

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 contact our data protection point of contact, Ian Watt, on ian.watt@lwwplc.co.uk.

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

QUERIES

If you have concerns about the way we handle your personal data and you think we haven't dealt with them properly, you can contact 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>