

Godfrey Holland

GDPR privacy policy

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Godfrey Holland Ltd, Venture House, 341 Palatine Road, Northenden, M22 4FY.

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 requesting information including telephone, email, or post. We may collect this data in the following ways:

- Directly from you, during the completion of any compliance and/or planning
- When we, from time to time, contact you regarding administrative or technical support matters
- From someone else who you have already provided with express permission to deal with us directly in connection with your personal information.

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, salary and pension information, pension contributions amongst other financial information.

Why we use personal data

We use your personal data in order to enable us to deliver the work we have undertaken in accordance with our contractual obligations as set out in our letter of engagement. 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 undertake the above work.

The information we collect and process is required for us to be able to perform our contractual obligations and receive payment from you for 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. We submit information to statutory authorities in accordance with our contract with you. We may also share your personal data with another party, including a software vendor (who is providing you with software or technical support), an IT support business (who is providing us with IT support), or mortgage advisors (who are working on your behalf), so long as we are able to determine that the other party is acting on your behalf.

How long your information is kept

We keep your personal data only for as long as necessary as set out in our terms and conditions. Where we no longer act on your behalf, we will hold the data for as long as it may be required under statutory obligations or by professional regulators.

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. Godfrey Holland Ltd 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 Godfrey Holland Ltd:

- by email: info@godfreyholland.co.uk
- by telephone: 0161 998 8668
- or by post: Godfrey Holland Ltd, Venture House, 341 Palatine Road, Northenden, M22 4FY

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/>