

# Howard and Company – Website Privacy Notice

## Introduction

Howard and Company (Egham) Ltd which trades as Howard and Company is committed to respecting our clients' privacy, complying with privacy laws, and protecting your personal information from misuse or unauthorised disclosure. Howard and Company (Egham) Ltd values its reputation and aims to maintain high ethical standards in the conduct of our business affairs.

This privacy policy explains how we use any personal information we collect about you, including your use of this website. Our aim is to comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 (DPA 2018) at all times.

## Business Summary

Howard and Company (Egham) Ltd is a Professional Services company, specialising in the business area of accountancy. We process personal information to enable us to provide the services requested by our clients, to support our clients, maintain our own accounts and records and to support and manage our employees. We provide a wide range of accountancy, bookkeeping and taxation services, and advise clients on taxation and business matters. We employ less than 10 staff and are based in Egham, Surrey in the UK.

## Personal Data We Collect

We collect personal data to enable us to provide you with the services you request. Without it we would not be able to provide a service. We will not collect any information about you that is not required for the performance of the contract, and the information will only be used for this purpose. We may also use your data to fulfil our legal obligations (e.g. anti money laundering and terrorist financing regulations), to comply with our obligations to The Association of Chartered Certified Accountants, to investigate and/or defend ourselves against potential complaints and legal proceedings, and to enable us to invoice you. We may collect some or all of the following personal data:

- Name and address
- Email Address and Telephone Number(s)
- Date of Birth
- Taxpayer Reference Number(s)
- National Insurance Number
- Details of information required by HMRC for your tax return
- Bank Account Details

We also collect your employees' personal data if you ask us to process your payroll for you, and their data is subject to the same safeguards and considerations afforded to our clients' data.

We have a legal obligation to retain personal data for seven years where it has been collected and used for the preparation of returns to HMRC.

Howard and Company does not collect any personal data from our website with the sole exception of your email address if you choose to contact us using the form on our "Contact us" page and any other personal information you voluntarily include on that form. Any such information is used solely to enable us to reply to you.

Emails you may send to us at any of our email addresses which all end in "@howardonline.com" are treated by us in the same way as any other correspondence, and will always be treated as private and confidential.

## Data Sources

The vast majority of the data we collect is collected directly from you. However, in some instances we may collect data from HMRC, a publicly available register at Companies House, or an electronic ID verification service. We do not collect personal data from any other sources.

## Processing and protecting your data

We will store and process your data following industry best practice and security. We will take all reasonable steps to ensure that there are appropriate arrangements in place that includes provisions covering the appropriate secure transfer, handling and processing of your personal information at all times.

The majority of data processing takes place at our offices in Egham High Street in the UK, although some may take place elsewhere in the UK. Where processing takes place by one of our trusted data processors, we ensure that our contracts with those 3rd parties contain the appropriate GDPR model clauses and that all our 3rd parties are also compliant with the GDPR. This affords your data the same protection away from our organisation, as it does within it.

## Howard and Company – Website Privacy Notice

To enable us to do our work we transfer data to HMRC and Companies House. Your personal data may also be shared with third parties with whom you ask us to correspond, an alternate appointed by us in the event of incapacity or death, our professional indemnity insurers, The Association of Chartered Certified Accountants, and if the law allows or requires us to do so with the police or other law enforcement agencies, courts and tribunals, and the Information Commissioner's Office (ICO).

With the sole exception of when reporting to non UK resident clients, we do not transfer data outside the UK. Some of our processing is undertaken using cloud software and in those cases the servers are located in the UK using industry best practice security and encryption.

### Retention of personal data

We keep your data for seven years to enable us to respond to any queries you or HMRC may have. If you ask us to destroy data sooner we will do so unless other laws or regulations require otherwise, but this would prevent us from responding to any future queries.

It is your responsibility to retain information (including details of capital gains base costs and claims and elections submitted to HMRC). Documents and records relating to your tax affairs are required by law to be retained by you for six completed years

### Your Rights as an Individual in Respect of the Data We hold

We respect the rights and freedoms of individuals and as such we would like to make you aware of the following. You have the right to:

- Request access to your data
- Request rectification of your data where there are errors or inaccuracies or the data is not current
- Request that the data we hold is removed entirely from our systems. Please note: *The right to have data removed is only applicable where it does not conflict with our legal and regulatory requirements to keep certain records according to the data retention period.*
- Request us to restrict processing of your data
- Object to our processing of your data
- Request your data in a format that is commonly used/accepted
- Send your data to another controller
- Withdraw consent already provided - at any time
- You also have the right to complain to this organisation,

There are no foreseeable consequences of any significance if you exercise any of these rights except that we may not be able to provide you with any services and we may not be able to contact you.

If you wish to exercise any of these rights please contact the Data Controller at:

Email address: [Stephen.Guy@howardonline.com](mailto:Stephen.Guy@howardonline.com)  
Telephone Number: 01784 439199  
Postal Address: Howard and Company  
73a High Street  
Egham  
Surrey  
TW20 9HE  
UK

You also have the right to lodge a complaint with a supervisory authority which is the ICO and they can be contacted at <https://ico.org.uk/concerns/handling/> or by telephone on 0303 123 1113.

### Automated Decision Making and Profiling

We do not use automated decision making or profiling methods. Any actions taken by us or our systems are as a direct result of explicit requests you have made.

### Cookie Policy

We do not use cookies on our website.