



Privacy Policy

1. Who We Are

Data Controller: Number One Accounting

Contact: [215a Cuffley Place Sopers Road, Cuffley, Potters Bar, Hertfordshire, England, EN6 4RY] | [info@numberoneaccounting.com] | [020 3026 5008] | [07383 685130]

We comply with UK GDPR and Data Protection Act 2018.

2. Information We Collect From You:

- Business and contact information (name, address, email, phone, company number, VAT/UTR, directors, shareholders, bank details)
- Financial information (income, expenses, invoices, receipts, bank statements, transactions, payroll, VAT records, assets, liabilities, tax information)
- Employment information (employee details, NI numbers, payroll, pension schemes)
- Identification documents (passport, driving license, proof of address, company formation documents)

Automatically:

- Technical information (IP address, browser type, device type, operating system, time zone, pages visited, referring websites)
- Cookies (see Cookie Policy)

From Third Parties:

- HMRC, Companies House, banks, previous accountants, payment processors, cloud providers (QuickBooks, Dropbox)

3. How We Use Your Data

Service Delivery: Tax returns, accounts, payroll, VAT returns, bookkeeping, statutory filings, advice.

Client Management: Account setup, communications, Relationship Manager assignment, payments, subscription management.

Legal Compliance: AML verification, identity checks, fraud prevention, suspicious activity reporting, professional obligations, legal requests.

Business Operations: Service improvement, usage analysis, audits, quality control, complaints management.

Marketing (with consent): Service updates, news, upgrade information. Opt-out anytime.

4. Legal Basis for Processing

- Contract: To perform our services
- Legal Obligation: Tax law, AML legislation, professional regulations
- Legitimate Interest: Business operations (not overriding your rights)
- Consent: Marketing communications

5. Data Sharing

We share only, when necessary, with:

- HMRC, Companies House, Pensions Regulator, National Crime Agency (if AML requires), professional bodies
- Service providers (cloud storage, payment processors, IT support, professional advisors) - contractually bound to protect your data
- Business transfers (mergers, acquisitions)
- Legal requirements (law, court orders, regulatory authorities)

We never sell your data.

6. International Data Transfers

Some processors may be outside UK. We ensure UK GDPR-approved safeguards, standard contractual clauses, or adequacy decisions are in place.

7. Data Security

Technical: Encryption in transit and at rest, secure cloud systems, multi-factor authentication, regular updates, firewall and anti-virus protection.

Organizational: Access controls, staff training, confidentiality agreements, security audits, incident response procedures.

Physical: Secure premises, locked cabinets, controlled access.

While we take reasonable steps, no method is completely secure.

8. Data Retention

- Client records: 7 years from engagement end
- Tax records: 6-7 years
- Payroll records: 6 years
- Company accounts: Permanently
- AML records: 5 years from relationship end
- Marketing data: Until consent withdrawn

See Data Retention Policy for detailed retention periods. Data is securely deleted or anonymized after retention periods expire.

9. Your Rights

- Access: Request copies of your data
- Rectification: Correct inaccurate data
- Erasure: Request deletion (subject to legal retention)
- Restrict Processing: Limit how we use your data
- Data Portability: Receive data in structured format
- Object: Object to processing or direct marketing
- Withdraw Consent: For consent-based processing

To exercise rights: Contact us in writing with sufficient identity verification. We respond within 1 month, free of charge (unless manifestly unfounded or excessive).

Note: AML data has limited deletion rights due to legal obligations.

10. Children's Privacy

Our services are not directed at children under 16. We do not knowingly collect children's data.

11. Third-Party Links

Our website may link to third-party sites. We are not responsible for their privacy practices.

12. Changes to This Policy

We update this policy periodically. Material changes will be posted on our website with a new "Last Updated" date and may be notified by email.

13. Complaints

Contact the Information Commissioner's Office (ICO): ico.org.uk | 0303 123 1113 | Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Please contact us first.

14. Contact

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