

## PRIVACY POLICY

Last revised April 2018

Williams Ross Limited is registered to carry out audit work in the UK and Ireland by the Institute of Chartered Accountants in England and Wales.

### HOW WE USE YOUR INFORMATION

We are committed to processing personal information about our clients in ways that comply with our legal and regulatory obligations, and to being clear with clients about what we do with their personal information.

This Policy explains how we use any personal information we may collect about you when you use our websites; or when you use or are a recipient of our services.

We process personal data on behalf of clients as a data processor – i.e. when providing our services we process personal data on instruction from the client and are therefore a data processor and we are processing personal data as it is necessary for the performance of a contract with the client.

### USES OF PERSONAL DATA

The Company collects your personal information to:

- provide you with products and services that you may request from us or selected third parties;
- enhance or improve customers' experience of our products and services and our website;
- improve and develop its services;
- protect security e.g. to check your identity when you use our services through Anti Money Laundering checks, if relevant;
- meet its legal and regulatory obligations.

At Williams Ross Limited we only use your personal information to provide the Services you have requested from us, which is stated in your Engagement Letter.

You may provide us with Personal Information to complete our Anti-Money Laundering checks by providing a passport, driving licence, bank statement or utility bill. We will only process this data for the purpose of preventing anti-money laundering or as otherwise permitted by law or with your consent.

The Company collects personal information:

- directly from clients: e.g. when a client signs up to receive our services or registers on a Company website for newsletters etc.
- from third parties e.g. when we acquire third party marketing lists, get authorisation for a payment you make, or when undertaking an identity check, if relevant;
- when products or services are provided together with a business partner and the information is collected by the business partner in order for the company to provide you with a product or service, if relevant.

### PERSONAL INFORMATION THAT THE COMPANY MAY COLLECT ABOUT YOU

You agree that we are entitled to obtain, use and process the information you give to us to provide you with the services, as defined in our Engagement Letter, for the following:

- Updating client records;
- Carrying our credit and anti-money laundering checks;
- Statutory returns;
- Legal and regulatory compliance;
- Crime prevention.

## COOKIES

Cookies are text files placed on your computer when you use a website. If you would like details of the Cookies used by the Company website, please request this from us.

## USING OUR WEBSITE

Williams Ross Limited may collect your personal information which we receive when you use our website or any of our services. We collect this information about you when you fill in any forms i.e. signing up for an event, sending an enquiry etc.

We may collect the following types of information:

- › Your name, address, email address, telephone number(s) and other contact details;
- › Information required to provide you with a service, and details of our services that you have used;
- › Your company's name, your position in the company; the company's address, company's email address and telephone number;
- › Your payment information such as credit or debit card details, if relevant;
- › Information collected through your use of the Company website. Please see the Cookies Policy below for more information;
- › Details of any enquiry or complaint you make to the Company.

## HOW THE COMPANY COLLECTS PERSONAL INFORMATION

At Williams Ross Limited we only use your personal information to provide the Services you have requested from us, which is stated in your Engagement Letter.

You may provide us with Personal Information to complete our Anti-Money Laundering checks by providing a passport, driving licence, bank statement or utility bill. We will only process this data for the purpose of preventing anti-money laundering or as otherwise permitted by law or with your consent.

The Company collects personal information:

- › **directly from clients:** e.g. when a client signs up to receive our services or registers on a Company website for newsletters etc.
- › **from third parties** e.g. when we acquire third party marketing lists, get authorisation for a payment you make, or when undertaking an identity check, if relevant;
- › **when products or services are provided together with a business partner** and the information is collected by the business partner in order for the Company to provide you with the product or service, if relevant.

## WHO SEES THE INFORMATION WHICH THE COMPANY HOLDS?

Client's personal information may be provided to selected third parties:

- › where clients have indicated they wish to receive information about products or services that may be of interest to them.
- › where services are provided together with a business partner and it is necessary to disclose the information to them in order to provide the services;
- › for the prevention of fraud against the Company, third parties and customers;
- › for the purposes of identity verification;
- › where products and services are provided to third parties by the Company e.g. for the purposes of identity verification and fraud prevention, and it is necessary to disclose information to them in order to provide the service.

**Address:** Williams Ross Limited, 4 Ynys Bridge Court, Gwaelod Y Garth, Cardiff CF15 9SS

**Tel:** 029 2081 4114 **Fax:** 029 2081 5989 **Email:** [info@williams-ross.co.uk](mailto:info@williams-ross.co.uk) **Web:** [www.williams-ross.co.uk](http://www.williams-ross.co.uk)

Registered in Wales: Company Reg. No. 4703823. Williams Ross is a trading name of Williams Ross Limited.  
Registered by the institute of Chartered Accountants in England & Wales to carry out audit work in the UK & Ireland.

**Other third parties** (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety e.g.

- to exchange information to protect against fraud and to reduce payment risks, if relevant;
- in connection with the prevention and detection of crime.

## TRANSFER OF PERSONAL INFORMATION OUTSIDE OF THE UK

We may need to transfer personal information about clients to third parties located outside the UK. If we do, we will ensure that information is protected to a level which meets the requirements of UK law.

## KEEPING PERSONAL INFORMATION SECURE

We are committed to keeping clients personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost.

## HOW LONG WE KEEP PERSONAL INFORMATION

Williams Ross Limited will hold on to data for marketing purposes for 4 years with a review every 2 years. You do have the opportunity to opt out at any point should you need to. We will hold data for contracted services for 6 years in line with our regulations.

## KEEPING PERSONAL INFORMATION ACCURATE

We will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, we do rely on clients to ensure that some of the information we hold about them is accurate and up-to-date. We encourage clients and partners to inform us of any changes to their information.

## ACCESS TO PERSONAL INFORMATION

It is your right to request a copy of the information that we hold about you. We will provide clients with access to their personal information and the opportunity to amend and update their details or preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate.

Individuals also have authority to request any adjustments being made to the personal information we hold about them including and objections or items they wish to erase.

You can request details of personal information we hold about you, including on our websites' databases, by contacting us at the address below.

Requests must be made in writing. Proof of identification is required in order to protect your information. We also require sufficient details to be able to locate your information. For example, dates and details of the website, products or services that you have used. An optional application form may be provided to assist us in locating the information you require.

## MARKETING

We will not share your information for any marketing purposes with companies that may try and offer you their products and services. We will make it easy for you to opt out of any information requests if you no longer wish to receive them.

## SOCIAL MEDIA

We use LinkedIn, Facebook and Twitter to market our services and events and we do not store any personal data from these sites.

## COMPLAINTS

If you feel that your personal information has been processed in a way that does not meet with the current GDPR Regulations, you have the right to lodge a complaint with the relevant supervisory authority in the UK the Information Commissioners Office.

**Address:** Williams Ross Limited, 4 Ynys Bridge Court, Gwaelod Y Garth, Cardiff CF15 9SS

**Tel:** 029 2081 4114 **Fax:** 029 2081 5989 **Email:** [info@williams-ross.co.uk](mailto:info@williams-ross.co.uk) **Web:** [www.williams-ross.co.uk](http://www.williams-ross.co.uk)

Registered in Wales: Company Reg. No. 4703823. Williams Ross is a trading name of Williams Ross Limited.  
Registered by the institute of Chartered Accountants in England & Wales to carry out audit work in the UK & Ireland.

## CHANGES TO OUR PRIVACY POLICY

We will keep our privacy policy under regular review and will place any updates on this webpage. This Privacy Policy was last updated **April 2018**.

## HOW TO CONTACT US

Clients with queries or complaints relating to products or services provided by the Company can contact the Company in writing, at the address below:

For requests, complaints or queries relating to the use of your personal information please write to:

**Williams Ross Limited**  
**4 Ynys Bridge Court**  
**Gwaelod Y Garth**  
**Cardiff**  
**CF15 9SS**

[info@williams-ross.co.uk](mailto:info@williams-ross.co.uk)  
**02920 814114**

**Address:** Williams Ross Limited, 4 Ynys Bridge Court, Gwaelod Y Garth, Cardiff CF15 9SS

**Tel:** 029 2081 4114 **Fax:** 029 2081 5989 **Email:** [info@williams-ross.co.uk](mailto:info@williams-ross.co.uk) **Web:** [www.williams-ross.co.uk](http://www.williams-ross.co.uk)

Registered in Wales: Company Reg. No. 4703823. Williams Ross is a trading name of Williams Ross Limited.  
Registered by the institute of Chartered Accountants in England & Wales to carry out audit work in the UK & Ireland.