

# Privacy Policy

## Introduction

CCI take the protection of your personal information and privacy very seriously. We will only use your personal information to perform the professional services that you have engaged us for and to fulfil our legal responsibilities.

The privacy policy explains how we use any personal information we collect about you when you use this website and our wider services.

## Who Are We

CCI ("CCI", "We") is a trading name of Chisnall Comer Ismail & Co. Chisnall Comer Ismail & Co is an unincorporated partnership. The partners of Chisnall Comer Ismail & Co are R F Comer, T G Humphries, A Harray Usher and CCI Business Services Limited. We are registered to carry out audit work in the UK by the Institute of Chartered Accountants in England and Wales. CCI, as a Data Controller, is bound by the requirements of the General Data Protection Regulations (GDPR).

## How do we collect information about you?

We collect information about you when we are performing services for you under our contracts, when we meet with you personally, when you communicate with us through email, telephone or letter, from other commercially available sources eg. Credit reference agencies, or when you fill in any of the forms on our website ie sending an enquiry.

Cookies are text files put on your computer to collect standard internet log information and visitor behaviour information. This information is then used to track visitor use of the website and to create statistical reports on website activity. For more information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

Your IP address is logged when visiting our site. An IP or Internet Protocol Address is a unique numerical address assigned to a computer as it logs on to the internet. CCI do not have access to any personal identifiable information and we would never seek this information.

## What information do we collect about you?

The type of personal information we collect from you will depend on the services you request us to perform. The personal information we collect is likely to include, but is not limited to, your name, residential and other addresses, telephone numbers, email addresses, your Unique Tax Reference (UTR) number, your National Insurance number, bank account details, your IP address, which pages you may have visited on our website and when you accessed them.

# How will we use the information about you and why?

At CCI we take your privacy seriously and will only use your personal information to provide the Services you have requested from us, detailed in your Letter of Engagement and supporting Schedules and as we have identified above. We will only use this information subject to your instructions, data protection law and our duty of confidentiality.

Some examples of how we will use your information are:

- to contact you
- to verify your identity
- to understand your needs
- to perform the professional services requested from us
- to maintain our records in accordance with applicable professional, legal and regulatory obligations
- to prevent and detect crime, fraud or corruption

We are required by legislation, by our professional regulators and our insurers to retain your data even where we have ceased a professional relationship with you. The period of retention required varies with the applicable legislation or regulation but is usually six years. In some cases, data will be retained for significantly longer periods for instance, where there is an ongoing need in the engagement.

## Who has access to your information?

Our partners, staff and third party service providers working on our behalf will have access to your information.

We will not share your information with third parties for marketing purposes.

We may pass your information to our third party service providers (including software providers), agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

Third parties, particularly software companies, may be in the EU or elsewhere in the world but in each case, the duty of confidentiality incumbent upon them will be the same.

We will not release your information to other third parties unless you have requested that we do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

## Access to your information, correction, portability and deletion

*What is a Subject Access Request?*

This is your right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us at the following address: CCI GDPR request, Maria House, 35 Millers Road, Brighton, BN1 5NP. We will respond to your request within one month of receipt of the request.

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate by emailing [info@cciaccountants.com](mailto:info@cciaccountants.com) or writing to the above address.

#### *Objections to processing of personal data*

It is your right to lodge an objection to the processing of your personal data if you feel the “ground relating to your particular situation” apply. The only reasons we will be able to deny your request is if we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of a legal claims.

#### *Data Portability*

It is also your right to receive the personal data which you have given to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller without delay from the current controller if:

- (a) The processing is based on consent or on a contract, and
- (b) The processing is carried out by automated means.

#### *Your Right to be Forgotten*

Should you wish for us to completely delete all information that we hold about you please email: [info@cciaccountants.com](mailto:info@cciaccountants.com) or write to The DPO, CCI, Maria House, 35 Millers Road, Brighton, BN1 5NP

## Other websites

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## Complaints

If you feel that your personal data has been processed in a way that does not meet the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then tell you of the progress and outcome of your complaint. The supervisory authority in the UK is the [Information Commissioner's Office](#).

## Updates

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 1 May 2018.