



Keltic Accounting Privacy Policy

Who we are

This is the privacy statement of Keltic Accounting Limited.

Keltic Accounting is an accountancy practice based in the North East of Scotland who undertakes the full range of compliance, consultancy, taxation and payroll.

This privacy statement explains how we collect and use personal information about you.

What personal information we collect

For the purposes of delivering the services we provide, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to, your name, phone number, postal address, bank account, demographic information or other material ("Personal information").

Where we collect personal information from

- Directly from you.
- Via handover information from a previous accountant.
- From HMRC in our capacity as agent.
- Information provided through your visits to our site, which includes without limitation the resources you access and other communication data.

How we use your personal information

The purposes for which personal information is processed may include any or all of the following (the list is non-exhaustive)

- deliver services and meet legal responsibilities
- verify identity where this is required
- communication by post, email or telephone
- understand needs and how they may be met
- maintain records
- process financial transactions
- prevent and detect crime, fraud or corruption

Who we share your personal information with

Information we hold and process may be shared with but not limited to HMRC, Companies House, The Scottish Charity Register (OSCR), Serious Fraud Office (SFO), The Institute of Chartered Accountants of Scotland (ICAS), 3rd party software providers in a support situation or for bookkeeping.

If you do not provide your personal information

We will only ever ask for information that we need to undertake the work we have contractually agreed to undertake. We may be unable to undertake this work if you do not provide information that is required.

How long we retain your personal information for

We hold data in accordance with statutory requirements. Our data retention guide is available on request.



Using our website

In accordance with applicable law, Keltic Accounting may use commonly-used tools to recognise your visit and track your interactions with our Services such as cookies and similar technologies (collectively, "Cookies"). Sometimes this tracking is necessary in order for us to provide you the Service you requested. You have control over some of the Usage Data we collect from Cookies and how we use it. Information on changing your browser settings to opt out of Cookies can be found in your browser settings.

In addition, we may obtain information about your computer, which includes your IP address and browser type where available. This accumulation of data is used to assist system administration where the collection of this data does not identify any personal identifiable information about you.

Your rights

Access to your information – You have the right to request a copy of the personal information about you that we hold.

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information – You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained.
- We are using that information with your consent and you have withdrawn your consent – see [Withdrawing consent to using your information](#) below.
- You have validly objected to our use of your personal information – see [Objecting to how we may use your information](#) below.
- Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to require us to stop using your personal information for direct marketing purposes. In addition, where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Restricting how we may use your information – In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information but you don't want us to delete the data. Where this right to validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Automated processing – If we use your personal information on an automated basis to make decisions which significantly affect you, you have the right to ask that the decision be reviewed by an individual to whom you may make representations and contest the decision. This right only applies where we use your information with your consent or as part of a contractual relationship with you.

Withdrawing consent using your information – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.



Please contact us in any of the ways set out in the Contact information and further advice section if you wish to exercise any of these rights.

Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained. Please contact info@kelticaccounting.co.uk for a copy.

This privacy statement was last updated on 23 May 2018.

Contact information and further advice

Andrew Martin – andy.martin@kelticaccounting.co.uk
01467 894084/85

Complaints

We seek to resolve directly all complaints about how we handle personal information but you also have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website - <https://ico.org.uk/concerns>