This privacy notice explains how Moore East Midlands use any personal information we collect about you.

## What we do

Moore East Midlands offers a wide range accountancy and business consultancy services to businesses and individuals from offices in Peterborough, Corby and Northampton. As well as the usual services of accounts, tax advice and audits we can help with payroll, corporate finance, bookkeeping and more. For individuals we prepare and file Self-Assessment Tax Returns and help to preserve and grow clients’ wealth through careful capital gains and inheritance tax planning.

Carolyn Rossiter is our GDPR Compliance Person and she is supported by Natalie Ellis and John Harvey. They can be contacted directly here by email at:

[carolyn.rossiter@moore.co.uk](mailto:carolyn.rossiter@moore.co.uk) [natalie.ellis@moore.com](mailto:natalie.ellis@moore.com) [john.harvey@moore.co](mailto:john.harvey@moore.co).uk

## What information do we collect about you?

We collect information about you when you engage us for accountancy, audit, tax, payroll, bookkeeping, and consultancy or business advice. This information will relate to your personal and financial circumstances. It may also include [special categories](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/special-category-data/) of personal data if this is necessary for the provision of our services. An example of this is when we need to record information about your health because it will impact upon your financial situation.

We collect this data in various ways including: note taking during meetings; telephone conversations; correspondence and emails and collate it together with other information provided by you. Some information is passed to us via third parties such as Telford Mann Limited and HMRC. We may also obtain information from public sources such as Companies House.

## Information about connected individuals

We may need to gather personal information about your close family members and dependants in order to provide our service to you effectively. In such cases it will be your responsibility to ensure that you have the consent of the people concerned to pass their information on to us. We will provide a copy of this privacy notice for them or, where appropriate, ask you to pass the privacy information to them.

## Why do we need to collect and use your personal data?

The primary legal basis that we intend to use for the processing of your data is for the performance of our contract with you as detailed in our letter of engagement. The information that we collect about you is essential for us to be able to carry out the services that you require from us effectively. Without collecting your personal data we would also be unable to fulfil our legal and regulatory obligations.

You may withdraw consent for us to hold and use your personal data at any time by notifying your Client Manager or emailing the [GDPR](mailto:carolyn.rossiter@moorestephens.com) Compliance Person or the Managing Partners: [Nick Bairstow](https://www.moorestephens.co.uk/people/nicholas-bairstow) and [Andy Hancock](https://www.moorestephens.co.uk/people/andy-hancock). N.B. Some regulatory requirements mean we are legally obliged to retain certain data for a specified minimum period.

## How will we use the information about you?

We collect information about you in order to provide you with the services for which you engage us as detailed in our Letter of Engagement.

## How else will we use your data?

From time to time we will send you information by email including updates on changes to UK tax and other financial legislation, surveys and invitations to events. You can unsubscribe from these emails at any time. We do not supply your details to any other organisation for marketing purposes.

## Who might we share your information with?

In order to deliver our services to you effectively we may be engaged to send your details to third parties such as Markel Tax, our tax investigation insurance suppliers. Where you are also a client of Telford Mann Limited we will supply information needed by them to carry out the services you have engaged them for.

Where third parties are involved in processing your data we have a contract in place with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they will only act in accordance with our written instructions.

Where it is necessary for your personal data to be forwarded to a third party we will use appropriate security measures to protect your personal data in transit. This will include the encryption of personal data transmitted electronically.

To fulfil our obligations in respect of prevention of money-laundering and other financial crime we may send your details to credit referencing agencies for identity verification purposes.

## How long do we retain your information?

During the course of our relationship with you we will retain the personal data provided to us which is necessary to provide our services to you. We will take all reasonable steps to keep your personal data up to date throughout our relationship.

We are also subject to regulatory requirements to retain your data for seven years. This is the minimum period, during which we have a legal obligation to retain your records. We reserve the right to retain data for longer where we believe it is in our legitimate interests to do so.

You have the right to request deletion of your personal data. We will comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

## How can you access the personal information we hold about you?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details noted below.

We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to amend or remove any information that you think is incorrect.

## How to contact us

If you have any questions about our privacy policy or information we hold about you please contact us by email at east.midlands@moore.co.uk or write to us at Rutland House, Minerva Business Park, Lynch Wood, Peterborough, PE2 6PZ.

## How do you discuss or complain about our use of your personal data?

If you wish to discuss or complain about how your personal data is being processed by Moore East Midlands, please contact Carolyn Rossiter, our GDPR Compliance Person, [carolyn.rossiter@moore.co.uk](mailto:carolyn.rossiter@moore.co.uk)

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