

This website is owned and operated by:

Ariston Accountants, Ariston House, Albany road, Gateshead. NE8 3AT Tel. 0191 477 0117, Email info@ariston-accountants.co.uk

Our website and newsletters are hosted and managed by Informanagement UK Limited. Informanagement UK Limited is a GDPR compliant company, which means they meet the conditions of the GDPR.

Ariston accountancy takes the privacy of your data very seriously. When you use our services or interact with us in any way, we will always ensure that your data is safe. We will always respect your privacy and process and store your data in accordance with Data privacy act 1998 and the General Data Protection Regulation (GDPR). You should be aware that Ariston Accountants are not responsible for the privacy policy of other sites that are accessible via the link on our website. Because of complete transparency to our customers, we have formulated and implemented a policy of these processing operations, their purpose and the possibilities for those involved to exercise their rights to their full ability.

For the purpose of the Data Protection Legislation and this statement, we are the 'data controller' when providing professional and advisory services and as a 'data processor' when undertaking payroll outsourcing.

Changes to this privacy statement

We reserve the right to make changes to this privacy statement. It is advisable to consult this privacy statement regularly so that you are aware of these changes. We may update this website from time to time as deemed necessary. The version of the privacy statement available on the website is the only version that applies for the duration of your visit until a new version replaces the current version.

Information we collect about you

When you communicate with us by e-mail, we will collect your name and email address plus any other information which you choose to send to us. This may also include but is not exclusive to information you provide when you subscribe to our newsletter or use our 'Contact Us' form or any other service provided by our website.

How we obtain personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- when you request information (such as a proposal in respect of the services we provide)
- when we are engaged by yourself, or your employer, to provide services and for the provision of those services
- you contact us via e-mail, via our website, or
- from third parties or from publicly available resources (for example, from your employer or from Companies House)

we use the information that you have given us to:

- perform a contract with you and to comply with our legal obligations and to provide you with professional services and information that you may request from us
- contact you by electronic means or otherwise
- Inform you of our services including changes to our services

- We may process your data for additional non-specific purposes with your consent. In these limited circumstances where your consent is required, you have the right to withdraw the consent for processing in such circumstances

Data sharing

We may share information with:

- HMRC
- Companies House

We do not provide your personal data to third parties without your permission, unless we are obliged to do so based on the law, a court decision or if necessary for the execution of an agreement between you and Ariston Accountants (implied consent).

Lawful basis

Under the GDPR the lawful basis we rely on for processing your data are:

- your consent - you are able to remove your consent at any time (You can do this by contacting info@ariston-accounting.co.uk)
- we have a contractual obligation – i.e. the contract we enter into to process your accounts etc.
- we have a legal obligation – i.e. for the purpose of carrying out an audit as required by law
- we have a legitimate interest – i.e. to run develop and grow our business, to keep our website up to date and for business and marketing strategy and for the provision of IT services, to prevent fraud and for the purposes of network security

Use of personal data collected from the website

Your data is collected by the host of our website and newsletters, Informagement UK Ltd, on our behalf. Personal data means: all information about an identified or identifiable natural person; an identifiable natural person who can be identified directly or indirectly, in particular by means of an identifier such as a name, an identification number, location, an online identifier or one or more elements that are characteristics of the physical, physiological, genetic, psychological, economic, cultural or social identity. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means to collect, store, transfer, use or otherwise act on the information.

By using our service, you leave certain information with us. This could be personal data. We only keep and use the personal data provided by you, within the framework of the service you request, or when it is clear, that they are provided to us to process.

We use the following data for the purposes mentioned in this privacy statement:

- Name, address and postcode
- Telephone number
- Email address

Advertisement

We may, in addition to the information on our website, inform you about our (new) products and services by;

- Email
- Telephone
- Direct mail (post)
- Social media

Contact form

If you fill out a contact form on the website, or send us an email, the data sent to us will be kept for as long as the nature of the details in the form or the content within your email is required by us to fulfil your request.

Publishing

We do not publish your data unless express permission has been granted.

Security

We take security measures to limit abuse of, and unauthorised access to, personal data. We keep statistics on our website, but this is always done anonymously.

Retention period

Ariston Accountancy does not store your data longer than necessary for the purposes for which they were collected and processed.

Cookies

We use cookies on the ariston-accountants.co.uk website. A cookie is a small text file that is placed on the hard disk of your computer when you visit our website. A cookie contains data so you can be recognized as a visitor during each visit to our website. This enables us to set up our website for you specifically and facilitates log in. When you visit our website, a banner appears informing you about the use of cookies. By continuing to use our website you accept its use. For more information about the use, management and removal of cookies for each type of control, we invite you to consult the browser that you are using. Below we describe which cookies we use and which measures have been taken.

Functional cookies

Such as session and login cookies for tracking a session and login information.

Analytical cookies

To analyse a visit to our website based on information regarding visitor numbers, popular pages and topics. This enables us to tailor make the communication and information provision to our website visitors' needs. We are not able to see who visits our website or from which PC/Device the visit takes place.

Tracking cookies

Such as advertising cookies that are meant for showing relevant advertisements. Personal interest can be derived from the information of visited websites. This allows organisations, for example, to

show their website visitors targeted advertisements. Tracking cookies make it possible to create profiles of people and treat them differently. Personal data is usually processed with tracking cookies.

Google analytics

The informanagement.co.uk website uses cookies within Google Analytics. This is mainly to measure how the website can be made more user-friendly and to see which target groups visit our website. To make Google Analytics "Privacy-friendly" we have taken the following actions:

- Sought a processing agreement with Google;
- Made sure your data is processed pseudo-anonymously (=Pseudo-anonymous data = personal data that is processed in such a way that it can no longer be traced without the use of additional information, but which makes a person individual, such as an encrypted email address or user ID);
- Your data is not shared. This has been disabled;
- We do not use other Google services in combination with Google Analytics Cookies.

Hotjar

Hotjar contains the possibility to use user recordings to view users navigating through the website. A registration is made of page views, mouse movements, clicks and data input.

These recordings in Hotjar are pseudo-anonymous. This means that we have the user recording information at our disposal, but without them being personally identifiable.

This is done as follows:

- Hiding imported information in input fields. Information that a user fills in, for example, such as personal data such as address details or an email address, is not stored. These settings apply across the entire site.
- Hiding specific elements. Specific elements such as input fields and 'normal' text can be excluded from the recordings and heat maps.

Facebook tracking cookies

The Facebook cookie looks at which pages are opened. Based on the website use, we can show relevant information on Facebook. This cookie comes from Facebook and is kept for a maximum of 2 years. The data processed within Facebook falls under pseudo-anonymous data.

Facebook and LinkedIn look-a-like audiences

Facebook and LinkedIn are responsible for the permission to apply this data, you can easily adjust these settings in your own Facebook and/or LinkedIn profile.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: Ariston Accountants, Ariston House, Albany road, Gateshead.NE8 3AT. Tel. 0191 477 0117 email. info@ariston-accountants.co.uk, if you wish to make a request.

How to enquire or complain

If you have any questions or concerns about our use of your personal information, our privacy statement or have any questions regarding access and changes to (or deletion of), your personal data, you can make an enquiry to us at: Ariston Accountants, Ariston House, Albany road, Gateshead.NE8 3AT. Tel. 0191 477 0117 email. info@ariston-accountants.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Applicable law

The law of England & Wales applies to this policy.