

Privacy Policy – Balance Bookkeeping

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

The website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience.

This website complies with all UK national laws and requirements for user privacy.

Personal information

Whilst using our website, software applications or services, you may be required to provide personal information (name, address, email, etc.).

We will use this information to administer our website, applications, client databases and marketing material.

We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018.

Further, by providing telephone and email details, you consent to Balance Bookkeeping contacting you using that method.

You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us at georgia@balance-bookkeeping.co.uk

Information collection and use

How do we collect information?

Balance Bookkeeping collects information in two possible ways:

- a. When you directly give it to us (“Directly Provided Data”)

When you sign up for our site, purchase our products or communicate with us, you may choose to voluntarily give us certain information – for example, by filling in text boxes or completing registration forms.

All this information requires a direct action by you at that time in order for us to receive it.

- b. When you give us permission to obtain from other accounts (“User Authorised Data”)

Depending on your settings or the privacy policies for other online services, you may give us permission to obtain information from your account with those other services. For example, this can be via social media or by choosing to send us your location data when accessing our website from your smartphone.

How long do we keep your data for?

Balance Bookkeeping will not retain your personal information longer than necessary.

We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you, or (in the case of any contact you may have with our Customer Care team) for as long as is necessary to provide support-related reporting and trend analysis only.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account, or it is no longer needed to provide the services to you.