

Privacy Policy

Hadleighs

Last updated: [Insert Date]

1. Who We Are

Hadleighs is a firm of accountants registered in England and Wales.

For the purposes of UK data protection law, we are the **data controller** of the personal data collected through our website and in the course of providing our professional services.

Contact details:

Hadleighs

Address 27 Beechcroft Road, Bushey, WD23 2Ju

Email: info@hafleighs.net

Telephone: 01923441941

Website: www.hadleighs.net

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us using the details above.

2. Scope of This Policy

This Privacy Policy applies to:

- Visitors to our website
- Individuals who contact us via our website, email or telephone
- Newsletter subscribers
- Clients and prospective clients
- Representatives of corporate clients
- Suppliers and professional contacts

3. The Personal Data We Collect

A. Information You Provide to Us

When you contact us or use our website forms, we may collect:

- Name
- Email address
- Telephone number
- Company name
- Any information included in your enquiry

If you subscribe to our newsletter, we collect:

- Your name
- Your email address

We operate a **double opt-in process**, meaning you must confirm your subscription before receiving communications.

B. Client and Professional Services Data

Where we provide accountancy, tax, audit or advisory services, we may collect:

- Identification information (e.g. passport, driving licence)
- Proof of address
- National Insurance number
- Financial and tax information
- Payroll information
- Business and company information
- Banking details
- Beneficial ownership information
- Other information necessary to provide our services

This may include personal data about directors, shareholders, employees and family members where relevant.

C. Automatically Collected Website Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device type

- Pages visited
- Time spent on site
- Referring website

This information is collected using cookies and analytics tools.

4. How We Collect Your Data

We collect personal data:

- Directly from you
- From publicly available sources (e.g. Companies House)
- From third parties such as banks, HMRC, professional advisers
- Through cookies and website analytics tools

5. How We Use Your Personal Data

We use your data to:

- Respond to enquiries
- Provide accountancy, tax and advisory services
- Comply with legal and regulatory obligations
- Carry out identity verification and anti-money laundering checks
- Communicate with you regarding services
- Send newsletters and marketing communications (where you have consented)
- Improve our website and user experience
- Monitor website performance and engagement

We may use email tracking technologies including:

- Open-rate tracking
- Click tracking
- Tracking pixels

These help us understand engagement and improve future communications.

6. Lawful Bases for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Contract** – where processing is necessary to perform our engagement
- **Legal obligation** – including tax law and anti-money laundering regulations
- **Legitimate interests** – to respond to enquiries and manage our business
- **Consent** – for marketing communications

You may withdraw consent at any time by using the unsubscribe link or contacting us directly.

7. Anti-Money Laundering (AML) Obligations

As an accountancy firm, we are legally required to verify the identity of our clients and may conduct electronic identity checks.

We may also be required to report suspicious activity to the relevant authorities where mandated by law. In such circumstances, we may not be permitted to inform you that a report has been made.

8. Marketing Communications

We will only send marketing communications where:

- You have subscribed, or
- You are an existing client and communications relate to similar services

You can unsubscribe at any time.

9. Cookies and Website Analytics

Our website uses cookies to:

- Ensure the website functions properly
- Analyse visitor behaviour
- Measure marketing effectiveness

You can manage your preferences via our cookie banner or browser settings.

Further information is available in our separate Cookie Policy.

10. Sharing Your Information

We do not sell your personal data.

We may share data with:

- Website hosting providers
- Law enforcement where legally required

All third-party providers act under written agreements and are required to protect your data.

11. International Transfers

Where data is transferred outside the UK, we ensure appropriate safeguards are in place, such as:

- UK International Data Transfer Agreements
- Standard Contractual Clauses
- Transfers to countries with recognised adequacy decisions

12. Data Retention

We retain personal data only for as long as necessary:

- Client records: typically **6–7 years** after the end of the engagement
- AML documentation: as required by law
- Website enquiries: up to **12–24 months** unless a client relationship is established
- Newsletter data: until you unsubscribe
- Analytics data: in accordance with provider retention settings

13. Data Security

We implement appropriate technical and organisational measures to protect personal data, including:

- Secure servers
- Encrypted communications where appropriate
- Access controls

- Confidentiality obligations for staff

Our website and email systems are hosted within the UK or EEA unless appropriate safeguards are in place.

14. Your Data Protection Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Restrict or object to processing
- Data portability (where applicable)
- Withdraw consent

To exercise your rights, please contact us.

15. Complaints

If you are unhappy with how we handle your personal data, you have the right to complain to the Information Commissioner's Office (ICO).

Website: <https://www.ico.org.uk>

We would appreciate the opportunity to resolve your concerns before you contact the ICO.

16. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page, and the "Last updated" date will be amended accordingly.