

# Scattergoods Agency Ltd

## Privacy notice for Clients

### 1. INTRODUCTION

Scattergoods Agency Ltd is committed to protecting the privacy and security of your personal information. We only collect and use personal data in line with the General Data Protection Regulation, the Data Protection Act and any other applicable laws and regulations.

This Privacy Notice informs you (the 'data subject') about our processing activities: the data we hold, why we use it, how long we will retain it for, and other relevant information.

Any questions and requests regarding personal data may be sent to our Responsible Persons by sending an email to: karen@scattergoods.co.uk or darren@scattergoods.co.uk or by phone: 01483 461 963 or 01483 461 950, or by post: Thursley House, 53 Station Road, Shalford, GU4 8HA .

### 2. APPLICABILITY

This notice is issued by Scattergoods Agency Ltd (the 'data controller'); it applies only to Clients when they are individuals and to individuals who are employed by Clients and given as our point of contact. This notice does not form part of any contract between you and Scattergoods Agency Ltd.

### 3. DATA PROTECTION PRINCIPLES

We ensure any personal data we hold about you is:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept securely

### 4. THE KIND OF INFORMATION WE HOLD ABOUT YOU

Personal data means any information about an individual from which that person can be identified.

We collect, store, and use the following categories of personal information about you:

- Commencement / termination dates
- Contractual requirements
- Correspondence including statements of opinion or intent
- Details of payments or deductions
- Employer's names
- Financial information
- Names
- Personal contact details
- Signature
- Work contact details
- Working hours

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## 5. WHAT LEGAL BASES DO WE RELY ON?

We use the types of personal data above on the following legal bases:

- When we need the information to perform a contract with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

## 6. WHY DO WE PROCESS THIS INFORMATION?

The situations in which we will process your personal information are listed below:

CLAIMS - To retain documents that may be relevant to legal claims

CONTRACT - To generate appropriate contractual documentation

LAWFUL - To ensure our activities are within the law

LITIGATION - To comply with our legal duty of disclosure

MARKETING - To market to past clients and prospects

PAYMENTS - For the purposes of payments or refunds

RECORDS - To maintain appropriate records of ongoing business relationships

SERVICE DELIVERY - To provide our services to clients

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

## 7. WHERE DID WE COLLECT THIS DATA FROM?

We only collect information from you directly.

## 8. ARE YOU UNDER ANY OBLIGATION TO PROVIDE THE PERSONAL DATA?

You are under no obligation to provide us with your personal data, however, if you chose not to provide certain information when requested we may be prevented from achieving our legitimate interest in providing our services to you.

## 9. WHO DO WE SHARE THIS INFORMATION WITH?

We use some third-party service providers (the 'processors') who process data for us under strict instructions and under a binding contract with us. Our processors provide the following services:

- IT services
- Data Protection Consultancy
- Legal advisors
- Accountancy services

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Processors are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our processors to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

## 10. TRANSFERS TO OTHER COUNTRIES OR TO INTERNATIONAL ORGANISATIONS

We do not transfer your personal information outside the UK. If this changes we will ensure that any recipient countries provide a similar degree of protection to those under UK law.

## 11. WILL THE INFORMATION BE USED FOR AUTOMATED DECISION MAKING OR PROFILING?

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

## 12. HOW LONG DO WE KEEP THIS INFORMATION?

We retain personal data in these categories for these periods:

Financial information	6 years from the end of the relevant financial year
Client contact and account information	6 years from the end of the relevant tax year
Legal claims	Duration of any litigation (actual or intimated)

## 13. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

It is important that the personal information we hold about you is accurate and current. Please let us know if your personal information changes.

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

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- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

## 14. COMPLAINTS

If you have any concerns or complaints about data protection you should first raise this with us either by email to: [karen@scattergoods.co.uk](mailto:karen@scattergoods.co.uk) or [darren@scattergoods.co.uk](mailto:darren@scattergoods.co.uk) or by phone: 01483 461 963 or 01483 461 950, or by post: Thursley House, 53 Station Road, Shalford, GU4 8HA .

If you have a complaint or concern that has not been remedied internally, you may choose to raise this with the Information Commissioner's Officer (ICO). Visit [www.ico.org](http://www.ico.org) for more information.