

This privacy policy explains how “Compacc Complete Accountancy Service UK Limited” or ‘we’ use any personal information we collect about you when you use this website. By visiting the website at www.mycompacc.co.uk you are accepting and consenting to the practices described in this Privacy Policy. If you do not consent, please do not submit any personal data to us.

Information collected

You are welcome to access our site without disclosing your personal data. We collect personal information from visitors to this website through the use of online forms and every time you email us your details or call us. The information we collect about you may include your name, email address, address, phone number, IP address, location, company name, sex, age, your chosen internet browser and service provider, and device plus any information you supply voluntarily. We will only use any personal information you send us for the purposes of dealing with your enquiries and requests. We collect additional information automatically about your visit to our web site to improve our online service.

Why we need your data

We collect information about you to fulfil your request e.g. if you fill out a ‘request a callback’ form we use this information to contact you directly, process your order, manage your account and, if you agree, to email you about other products, services, and information we think may be of interest to you. We may also contact you directly to follow up on the service and user experience we provide. If Compacc Complete Accountancy Service UK Limited is ever sold to another company your contact information will be passed on to this new party. We will take cautionary measure to

ensure we do not collect any personal data from you we do not need in order to provide and oversee the above services to you.

How long will we store your data?

If Compacc Complete Accountancy Service UK Ltd provides any paid services for products or services to you, we are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 7 years after which time it will be destroyed. Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information.

Who is collecting your information?

When you are on the site and are asked for personal information, you are sharing that information with at www.mycompacc.co.uk unless stated otherwise.

With whom does Compacc Complete Accountancy Service UK Ltd share your information?

We will only disclose your personal information to other companies within our group of companies, business partners, government bodies and law enforcement agencies, successors in title to our business and suppliers we engage to process data on our behalf. We collect log file information from all our visitors to the www.mycompacc.co.uk site. Log files automatically record website usage and information such as the time, date, IP address, HTTP status and bytes sent and received. We use this information to improve our online service and to make changes to the layout of the site and to the information on it, based on the way

visitors move around it. We only use log files to record visitors' use of the site on an anonymous basis (so that individuals are not identified).

Marketing

We would like to send you updates and information about products and services of ours and other companies which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other parties. If you no longer wish to be contacted for marketing purposes please email us at info@mycompacc.co.uk

Access right

You can ask us whether we are keeping personal data about you by writing to The Data Officer at info@mycompacc.co.uk or by writing to The Data Officer, Compacc Complete Accountancy Service UK Limited, 16A Wrexham street, Mold, Flintshire, CH7 1ES. Once we have received your request, we will respond within 21 days. We do everything we can to keep the information we have about you accurate and up to date. If, however, you find errors or inaccuracies in your data or do not feel like we should hold any information about you, we will erase, complete or amend that information upon request. If you have any requests concerning your personal information or any queries with regard to these practices please contact us by email at info@mycompacc.co.uk or write to us at The Data Officer, Compacc Complete Accountancy Service UK Limited, 16A Wrexham street, Mold, Flintshire, CH7 1ES.

What happens when you link to another site?

The Compacc Complete Accountancy Services UK Limited site links to web addresses of other websites which are outside of our control and are not covered by this privacy policy. If you access these suggested sites, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

Internet-based transfers

Given that the Internet is a global environment, using the Internet to collect and process personal data necessarily involves the transmission of data on an international basis. Therefore, by browsing the Compacc Complete Accountancy Services UK Ltd site and communicating electronically with us, you acknowledge and agree to our processing of personal data in this way. Please note that your internet service provider is required by law to retain the details of all visitors to this site for a period of 12 months.

Access right

You can ask us whether we are keeping personal data about you by email at info@mycompacc.co.uk or by writing to The Data Officer, Compacc Complete Accountancy Service UK Limited, 16A Wrexham street, Mold, Flintshire, CH7 1ES.

Once we have received your request, we will respond within 21 days. We do everything we can to keep the information we have about you accurate and up to date. If, however, you find errors or inaccuracies in your data or do not feel like we should hold any information about you, we will erase, complete or amend that information upon request.

If you have any requests concerning your personal information or any queries with regard to these practices please contact us by email at info@mycompacc.co.uk or by writing to The Data Officer, Compacc Complete Accountancy Service UK Limited, 16A Wrexham street, Mold, Flintshire, CH7 1ES.

Your individual rights

- Under the GDPR your rights are as follows. You can read more about your rights in details here;
- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.
- You also have the right to complain to the ICO [www.ico.org.uk] if you feel there is a problem with the way we are handling your data. We handle subject access requests in accordance with the GDPR.

Cookies

A cookie is a small file which is placed on your hard drive when you visit our website.

We use information from cookies for purposes which may include:

- Identifying returning users, registrants and subscribers
- Eliminating the need for returning users to re-enter their login details
- Enabling you to move more easily around our sites and applications
- Tracking your use of our sites to better develop our sites and applications in accordance with your requirements
- Building up an anonymous profile based on your browsing patterns across our sites, applications and third party websites, which enables us to make advertisements and content available to you that is more relevant to your interests

You can delete cookies from your hard drive at any time. Bear in mind, though, that if you delete them, any settings such as your stored username and password will have to be reset when you next log in. You will be able to use our websites and

applications even if your browser is not set to accept cookies. However, certain features and content may not be available to you and you will have to log in every time you visit.

For further information visit www.aboutcookies.org or www.allaboutcookies.org. **By visiting our website, you consent to the use of cookies as explained above.**

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page.

This privacy policy was last updated on 28/03/2021.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

Email: info@mycompacc.co.uk

Address: The Data Officer, Compacc Complete Accountancy Service UK Limited,
16A Wrexham street, Mold, Flintshire, CH7 1ES.