



Privacy Notice

Who we are:

Lucreative Business Services Ltd is a company registered in England and Wales number 08274956, whose registered office is Millbrook House, Mill Road, Liss, GU33 7BD.

Lucreative Business Services Ltd is registered with the Information Commissioner's Office as a Data Controller, registration number ZA024609.

Lucreative Business Services Ltd provides bookkeeping services to Limited Companies, Sole Traders or Partnerships based in England or Wales and mainly trading in the United Kingdom.

What information we hold about you:

Until you actively seek to contact Lucreative Business Services Ltd, we do not hold any data about you. There is no data-capture process on our website, and GoogleAnalytics is turned off.

Once you approach us, then we will inevitably acquire some data about you such as your name and email address or phone number. We will also ask for some information about you and your business such as names, address and the nature, size and scope of your business or trade.

In the course of preparing an Outline of Services for you, we may undertake some enquiries in the public domain about your business (e.g. such as Companies House, Facebook, LinkedIn, Twitter, and your own website).

If you wish to enter into a contract with Lucreative Business Services Ltd for bookkeeping services then once the contract (called a Terms of Engagement) is signed, we will need to ask for more specific information in order to fulfill our obligations under the Money Laundering Regulations 2007, and also in order to adequately provide the requested services to you.

We will never ask you for any information which we don't need.

Who the information will be shared with:

We will never share your data with any person or organization other than those with whom you specifically ASK us to share it (e.g. HMRC, Companies House, your Accountant).

If anyone asks for data, and you haven't given us specific consent to share it with them, then we will contact you immediately, no matter how plausible the request sounds.

We never EVER sell data to anyone.

We may find ourselves required to share your information by law. In this event, we will undertake all reasonable precautions to ensure that the requirement is a lawful one before doing so.

How we hold information about you:

We may hold data in electronic or hardcopy format. We will ensure that all data is held securely and in line with the guidance provided on the Information Commissioner's website. We take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your data.

How we use your personal data:

We will use some data (e.g. email, telephone number) to communicate with you about the work that we are doing for you. Your consent to be contacted in this way is specified in our Terms of Engagement with you.

We may use some data to communicate with you about relevant news or information which we think would be of use to you. We do not send out emails mailshots or newsletters, and so any email to you is specifically because we think that the information is relevant (e.g. about a change in tax legislation). If you do not wish to receive this information, that you have the opportunity to opt out when reviewing the Terms of Engagement.

We will never 'cold call' or mailshot you if you do not have a contract, or a current open enquiry with us.

How we use your 'processing data':

The services which we provide (bookkeeping and accountancy) mean that we process data which has been provided by clients in connection with our professional engagement. This may include information about individuals under the definitions of the GDPR in the form of hardcopy documents, electronic documents shared by email or document hosting websites, or permitted access to databases hosted by software providers.

We always take the same care, and implement the same security procedures for 'processing data' provided by clients as we do for the client's own data. This includes security of access, sharing and disposing of data.

However you are regarded as the 'data controller' for data which has been gathered by you for the purposes of your business (even if some items of data have been gathered on our advice or recommendation). Any requests for access to this data under the GDPR will come to you and will be handled by you.

How long we hold the information for:

We will only hold any data for as long as is necessary to fulfill our professional engagement. This may vary according to the client, and the contract and so data retention periods will be specified in the Terms of Engagement.

We may retain some records about the fact that we HAVE processed your data in order to prove that we have fulfilled our professional obligations.

We will retain information and records about our professional relationship with you for as long as that relationship is continued, and for a certain period after as specified in the Terms of Engagement.

How we dispose of your data:

All data, however held, will be disposed of securely and in line with the guidance provided on the Information Commissioner's website.

For any software services or websites to which you have granted access to Lucreative Business Services Ltd, we will wherever possible resign that access by deleting or disabling our own login. Where this is not possible, we will contact you and advise you of the login details to be deleted, privileges to be withdrawn or folders or files to be 'un-shared' as appropriate.

Your rights and your personal data:

You may request a copy of any data which we hold about you without charge.

If you make such a request, we will ask to verify your identity before we comply.

If the data which we hold about you is incorrect, then we will correct it if you inform us in writing.

You may request that any information which we hold about you is deleted. This may prevent us from fulfilling our contractual obligations to you, and as such will be regarded as an immediate and lawful termination of the Terms of Engagement. We may not be able to delete certain information which we hold if we are obliged by law to retain it.

Contacting us:

If you have any questions about this Privacy Notice or about the data which we hold about you, then please contact Catherine Roberts data@lucreative.biz.