



## Privacy Policy - updated 16 July 2020

Please read this privacy policy carefully before you start to use the site. This should be read in conjunction with the relevant terms and conditions in any other documentation referred to therein. This policy explains how we collect, store and use personal data when you browse our site or use any of our services.

### Information about us

My Online Accountant (thereafter "We" or "Us") is a registered trademark of Online Accounting Solutions Limited a company registered in England and Wales (company number 5926042). The company registered office is 83 Ducie Street, Manchester, M1 2JQ.

My Online Accountant is registered with the Information Commissioner's Office under registration reference ZA120111.

My Online Accountant at <https://www.myonlineaccountant.co.uk> (thereafter "The Services") is a site owned and operated by Online Accounting Solutions Limited.

We operate controls over the protection and retention of information provided to us following guidance found at [www.ico.org.uk/for-organisations](http://www.ico.org.uk/for-organisations)

### Information we may collect about you

Personal data means any information that identifies any person or company that you provide to us when signing up for an account with us, when contacting us via email, telephone or any other contact method, or that is contained in any other information that you provide to us (or that you authorise a third party to give to us on your behalf).

We may also collect personal data in connection with your usage of The Services the site, such as the IP address of computers that you use to access your account, or other information that we might use for purposes such as account security.

We may collect the following data about you:

- information that you provide by filling in forms on the site. This includes information provided at the time of registering to use our site, subscribing to our service or requesting further services. We may also ask you for information when you report a problem with our site; and
- if you contact us, we may keep a record of that correspondence; and
- we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them; and
- details of your visits to our site including, but not limited to, traffic data, location data, operating system, browser usage and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

We do not collect or process special categories of personal data, as defined under the Data Protection Act 2018 (thereafter "GDPR"). We do not knowingly collect or request information from persons under the age of sixteen. If we learn that we have inadvertently collected any such data we will ensure it is deleted as quickly as possible.

### IP addresses and cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information.

This is statistical data about a user's browsing actions and patterns, and does not identify any individual and we will not collect personal information in this way.

We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

## **Your client data**

In addition to the personal data that you tell us about yourself and which we collect to manage and administer your account with us, you can enter and upload data into The Service about your clients and their accounting and tax affairs.

You own all of the data you enter or upload into the site and have ultimate control over who has access to it. For example, if you give your staff access to your account then they will have access to the personal data of your clients. It is our job to ensure that the access to your data is secure and limited only to you and those to whom you grant permissions.

It is up to you to control who has access to that data and how it is used, and you must ensure that you have a valid reason for holding and processing that data in accordance with the various provisions of the GDPR.

We do not use your client data for any purpose. We may use anonymised aggregated data for determining how many submissions are being made to HMRC. This statistical information will not contain any personal data and our staff will not have access to your clients' personal data.

## **How we use your data**

We use information held about you in the following ways:

- to allow you to register in order to provide you with access to our services; and
- to enable us to contact you via email, telephone, post or other means where necessary concerning your account; and
- to ensure that content from our site is presented in the most effective manner for you and for your computer; and
- to carry out our obligations arising from any contracts entered into between you and us; and
- to notify you about changes to our service, terms and conditions or privacy policy.

We may validate your information and, in some cases, check it against information held by a third party (e.g. HMRC, IP lookup services etc). When we use third parties to assist us in validating or processing your personal data we will only pass to them information which they require to perform the service we are requesting. We will only share data with third parties that we trust, and where we have assurance as to how they will process and protect the data.

We shall aim to ensure that the personal data we know about you is accurate. If you would like to update the personal data we hold about you, please login to your account or contact us at [admin@myonlineaccountant.co.uk](mailto:admin@myonlineaccountant.co.uk).

## **Security and storage**

We take security and data privacy seriously and we will take all reasonable steps to keep your personal data secure.

We review our data processing and storage practices regularly and have security measures in place to protect against unauthorised access or disclosure. Where we use third parties to help provide our services we will always ensure that the security policies of those third parties are consistent with our own standards as minimum.

You must ensure that you keep your account access details and password private and do not share them with anybody else. We will never ask you for your password and will never expect you to grant somebody else access to your account. Passwords are encrypted at the point of entry and we do not have access to unencrypted passwords.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

All communication with our website will be via secure encrypted browser connection. Look for the green bar or padlock on your browser to ensure that you are connected securely to the services. You should note that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

## **Sharing information**

We will never disclose personal data, company data or financial information with any third party without prior permission except in the following instances:

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or
- to cooperate with law enforcement officials in the investigation of unlawful activities of My Online Accountant users or relating to our users; or
- in order to enforce or apply any contract with you; or
- to protect our rights, property, or safety of our employees, customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **How long we store data**

We will store your data for as long as you have an account with us.

When you close your account you have the option of removing your data from our system or retaining your account for future access. If you ask us to remove your account we will retain some data in line with our legal and taxation record-keeping obligations, such as details of invoices and payment details. The information we retain is reviewed regularly in line with our data policies and removed at the earliest opportunity.

All of our data is backed up hourly. We do not store your credit card or bank payment details.

## **Your rights**

You have the right to access your personal data.

You can log in to your account or ask us to provide the information we hold by emailing us. Where you have given us consent to use your personal data you have the right to withdraw your consent. You may ask us to update out of date or inaccurate information we hold about you.

In some circumstances you have the right to object to us processing your data, or ask us to delete your data, or restrict processing of your data.

## **Links to other sites**

Our site may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future. You will be notified of any changes by email.

## **Contact**

The principal contact for the firm is Mr Phillip J. Bird BSc FCA by the following methods:

Email: [admin@myonlineaccountant.co.uk](mailto:admin@myonlineaccountant.co.uk)

Telephone: +44 800 471 4875.