



Website Privacy Policy

1. Introduction

Chrysalis Accounting Services is committed to protecting and upholding your privacy. This Privacy Policy explains how Chrysalis Accounting Services uses the personal information you provide to us when you visit this website, how we may disclose it, how you can instruct us if you would prefer to limit the use and disclosure of that information; and the procedures that we have in place to safeguard your privacy.

Please read this Privacy Policy carefully. By providing us with information about yourself, you agree with this Privacy Policy and consent to the collection, use, disclosure and transfer of that information as set out in this Privacy Policy. By using this website you also consent to our use of cookies as set out in this Privacy Policy.

We may change this policy to ensure it satisfies any changes to the relevant law. We will notify you via the Chrysalis Accounting Services website if any changes are made.

2. Collecting personal information and disclosure to third parties

Chrysalis Accounting Services collects personal information from you when you commission us to deliver any of our services to you, or when you complete and/or provide documentation including when we provide bookkeeping or accounting services to you, when you use our website, or when you apply to provide services to us. We also collect information when you complete any customer survey. Website usage information may also be collected using cookies.

The information we collect may include your name, postal address, email address, telephone number, information regarding your company, business and/or services and information regarding your preferences. From time to time, it may include information about your membership of a professional or trade association or union, health information and details of any criminal record you may have.

If you do not provide information requested by us from time to time, we may not be able to provide services to you or otherwise fulfil the purpose for which we have requested the information.

If you provide personal information to us about someone else (such as one of your directors or employees, or someone whom you have business dealings) you must ensure that you are entitled to disclose that information to us and that, without our taking any further steps, we may collect, use and disclose that information as described in this Privacy Policy. In particular, you must ensure the individual concerned is aware of the various matters detailed in this Privacy Policy, as those matters relate to that individual, including our identify, how to contact us, our purposes of collection, our information disclosure practices, the individual's right to obtain access to the information and the consequences if the information is not provided (such as our inability to provide services).

In some circumstances, we collect personal information about you from a third party source. For example, we may collect personal information from a company for whom you work, other

organisations with whom you have dealings, a credit-reporting agency, an information service provider or from a publicly maintained record.

Chrysalis Accounting Services may use any of the information about you which we have collected to provide you with our services; to send you information on news and services; to improve our services and communications to you; for the purposes of employment or the retention of services; to send you invoices or reminder notices; to process your requests and queries to us; and for any other purpose for which this information was provided to us or for any purpose related to supplementary to any of the above. If you do not wish to be contacted by Chrysalis Accounting Services please email us at info@chrysalisacc.co.uk

We may disclose your personal information in the following circumstances:

- a) If you are a client of Chrysalis Accounting Services, or you are employed by, contracted to or are an agent of, a client of Chrysalis Accounting Services, we may disclose your personal information to experts engaged in your matter and assisting us in running our business, and who are subject to security and confidentiality obligations;
- b) If we have collected your personal information in the course of providing our services of any of our clients, we may disclose it to that client;
- c) We will make whatever disclosure of your personal information that the law and law enforcement or regulatory agencies require us to make.

We may also use aggregate information and statistics for the purpose of monitoring website usage in order to help us develop this website and our services.

3. Using your personal information

We use your information we collect to process your queries, provide our services and manage your account. We may also use your information to email you about other products or services that we think may be of interest to you including sending you any newsletters. You will be given an opportunity to opt-out of email newsletters or other promotional campaigns. In processing your queries we may send your information to credit reference and fraud prevention agencies.

With your consent we may publish your personal information on this website to attribute to any testimonial or feedback you may provide about the services you have received from Chrysalis Accounting Services.

From time to time we may send your information to third parties which we consider may have goods or services which are of interest to you. If you do not wish to be contacted by third parties please email us at info@chrysalisacc.co.uk

4. Security of your personal information

We will take appropriate measures to keep your information confidential and secure in accordance with our internal procedures covering the storage, access and disclosure of information.

We will take appropriate technical and organisational measures to protect personal information against unauthorised or unlawful processing, and against accidental loss or destruction of, or damage to it.

We will not transfer any of your information to, or permit any of your information to be accessed from, a location outside of the UK without your prior written consent.

Upon a client's request, Chrysalis Accounting Services will promptly amend, transfer, delete or securely dispose of your information. We shall respond to the request within 1 calendar month from the date of the request.

5. Retaining your personal information

Upon complete delivery of a service and payment received by Chrysalis Accounting Services for that service, we shall retain your personal information for at least 7 years or for any longer period required by law or as agreed between you and us.

You may place as request with us to amend, transfer, delete or securely dispose of the information we hold on you and we will promptly carry out such a request. We shall respond to the request within 1 month from the date of the request.

6. Your rights

You have the right to request a copy of the personal information we hold on you at any time and to object to our using your personal information for marketing purposes. To do so, please send your request to info@chrysalisacc.co.uk. We shall respond to the request within 1 month from the date of the request.

7. Changing your personal information

If any of the personal information that you have provided to us changes, for example if you change your email address or if you wish to cancel any request you have made of us, please let us know by sending an email to info@chrysalisacc.co.uk.

8. Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org. We use the following cookies on our website:

Google Analytics – The cookies collect information in an anonymous form, including the numbers of visitors to the site, where visitors have come to the site from and the pages they visited. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at <http://www.google.com/policies/privacy>. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com>.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

9. Third party websites

Our website is linked to other websites. This privacy policy only applies to this website. You should therefore read the privacy policies of the other websites when you are using those sites.

10. Contacting Chrysalis Accounting Services

We welcome your views about our website and our Privacy Policy. If you would like to contact us with any queries or comments, please send an email to info@chrysalisacc.co.uk.