

## **Privacy policy of Chartmain Services Ltd trading as Sorpaid**

We collect certain information or data about you when you use our website or when we collate and record information you send us by post, email or telephone.

### **Web based information**

We, or our internet service providers, collect:

- questions, queries or feedback you leave, including your email address if you contact **www.shop.sorpaid.com** or contact us by email
- your email address .
- your IP address, and details of which version of web browser you used
- information on how you use the site, using cookies and page tagging techniques
- with your permission, personal details to facilitate the provision of products or services in accordance the terms of business on our website
- with your permission, identity details to comply with legal rules

This data can be viewed by authorised people in our firm and our internet service suppliers, to:

- improve the site by monitoring how you use it
- gather feedback to improve our services
- respond to any feedback you send us, if you've asked us to
- send email alerts to users who request them
- provide you with information about our services if you want it
- to enable us to comply with Money Laundering and Anti Terrorism legislation and to enable us to provide you with products or services in accordance the terms of business on our website

### **Information supplied by post, email or telephone**

We collect:

- with your permission, personal details to facilitate the provision of products or services in accordance the terms of business on our website
- with your permission, identity details to comply with legal rules
- a record of our financial dealings with you

This data can be viewed by authorised people in our firm and our software suppliers, to:

- ensure our procedures work correctly and to the highest professional standards
- gather feedback to improve our services
- respond to any feedback you send us, if you've asked us to
- provide you with information about our services if you want it
- to enable us to comply with Money Laundering and Anti Terrorism legislation and to enable us to provide you with products or services in accordance the terms of business on our website

## **Where your data is stored**

We have strict controls over how and why your data can be accessed.

We store your data on secure servers in the European Economic Area (EEA). Our data is stored on local computers in our offices in York.

None of our suppliers are based outside the EEA.

By submitting your personal data to us by any means, you agree to this.

## **Keeping your data secure**

Sending information over the internet is generally not completely secure, and we cannot guarantee the security of your data while it is in transit. For this reason, some data, for example bank account details, will only be gathered by email or telephone.

Any data you send is at your own risk.

We have procedures and security features in place to keep your data secure once we receive it.

## **Disclosing your information**

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use of our website or contained within our letters of engagement and other agreements. This includes exchanging information with regulators for legal reasons.

We will not share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

However, if you request us by email or in writing, to provide any details to our associated firm, Peter Brown & Co Chartered Certified Accountants in order for them to give you advice, then such a request will override the general prohibition on passing information to third parties.

## **Data Retention**

Data relating to any pre contract enquiries that do not proceed to a sale of products or services will be deleted one month after the date of the last communication received or sent, unless agreed otherwise.

All data relating to the sales ledger accounting of a relationship with a customer of Chartmain Services Limited is retained for six years after the end of the accounting period of Chartmain Services Ltd in which a transaction occurred, in order that any enquiries into the accounts of Chartmain Services Ltd by the authorities may be dealt with.

All other data will be deleted within one year of the data being created, unless the customer and Chartmain Services Ltd agree on a longer period of retention or there is a potential contractual dispute between the parties for which such data may be pertinent.

Payroll records of employees will also be kept for six years, both to facilitate any future enquiries from the authorities and any future reference requests by potential future employees.

### **Your rights**

You can find out what information we hold about you by clicking the link at the bottom of this page, and ask us not to use any of the information we collect. Such requests may be made either by email or in writing.

### **Links to other websites**

Our websites contain links to other websites.

This privacy policy only applies to Chartmain Services Ltd trading as Sorpaid, and doesn't cover other services and transactions that we link to. These services have their own terms and conditions and privacy policies.

### **Following a link to another website**

If you go to another website from this one, read the privacy policy on that website to find out what it does with your information.

### **Following a link to our website from another website**

If you come to our website from another website, we may receive information from the other website. We don't use this data. You should read the privacy policy of the website you came from to find out more about this.