

Privacy Policy

Last Updated 24 May 2018

Ossman Consultants is committed to protecting your information by handling it responsibly and safeguarding it using appropriate technical, administrative and physical security measures.

The privacy notice below explains what information we gather about you, what we use it for and who we share it with. It also sets out your rights and who you can contact for more information or queries.

1. Who are we?

The data controller in respect of our website is Ossman Consultants Ltd, (company registration number: 2570494) of 591, London Road, North Cheam, Surrey, SM3 9AG.

2. Who can you contact for privacy questions or concerns?

If you have questions or comments about this Privacy Policy or how we handle personal data, please direct your correspondence to:

Ossman Consultants Ltd.

591, London Road, North Cheam, Surrey, SM3 9AG. or

You can email to us on info@ossman.co.uk

You may contact the UK Information Commissioner's Office at <https://ico.org.uk/concerns/handling/> to report concerns you may have about our data handling practices.

3. How do we collect personal data?

Email

When you send an email to the email address displayed on our website or to a member of the Ossman Consultants team, we collect your email address and any other information you provide in that email (such as your name, telephone number and the information contained in any signature block in your email).

Contact form

When you contact us using our contact form on our website or meet a member of the Ossman Consultants team in person, we collect your name, email address, address, date of birth, business details, reference details, sources of income, family details etc as mentioned on section 4 below.

If you do not provide the mandatory information required by our contact form on our website, you will not be able to submit the contact form and we will not receive your enquiry.

Transfer and storage of your information

Messages you send us via our contact form will be stored in the European Economic Area on our third party hosting provider's servers in the UK. Our third party hosting provider is

FASTHOST. Their privacy policy is available here: <https://www.fasthosts.co.uk/terms/privacy-policy>

Phone

When you contact us by phone, we collect your phone number and any information provided to us during your conversation with us.

We do not record phone calls.

Transfer and storage of your information

Information about your call, such as your phone number and the date and time of your call, is processed by our third party telephone service provider BT. Their privacy policy is available here: www.productsandservices.bt.com/privacy-policy

Information about your phone call will be stored by our third party telephone service provider within the European Economic Area.

Post

If you contact us by post, we will collect any information you provide to us in any postal communications you send us.

4. What categories of personal data do we collect?

We may obtain the following categories of personal data about individuals through direct interactions with us, or from information provided through client engagements, from applicants, our suppliers and through other situations including those described in this Privacy Policy.

- Personal data. Here is a list of personal data we commonly collect to conduct our business activities.
 - Contact details (e.g., name, company name, job title, work and mobile telephone numbers, work and personal email and postal address).
 - Professional details (e.g., job and career history, educational background and professional memberships, published articles).
 - Family and beneficiary details for insurance and pension planning services (e.g., names and dates of birth).
 - Financial information (e.g., taxes, payroll, investment interests, pensions, assets, bank details, insolvency records).
- Sensitive personal data. We typically do not collect sensitive or special categories of personal data about individuals. When we do need to process sensitive personal data, it is with the consent of the individual unless it is obtained indirectly for legitimate purposes. Examples of sensitive personal data we may obtain include:
 - Personal identification documents that may reveal race or ethnic origin, and possibly biometric data of private individuals, beneficial owners of corporate entities, or applicants.

- Expense receipts submitted for individual tax or accounting advice that reveal affiliations with trade unions or political opinions.
- Adverse information about potential or existing clients and applicants that may reveal criminal convictions or offences information.
- Information provided to us by our clients in the course of a professional engagement.
- Child data. Although we do not intentionally collect information from individuals under 13 years of age, we may occasionally receive details about children attending performances and other events we host with their parents or guardians (e.g., arena hospitality suites, galas, art exhibits).
- Location-based data. We may process geographical locations you enter when seeking an office near you.

5. What lawful reasons do we have for processing personal data?

We may rely on the following lawful reasons when we collect and use personal data to operate our business and provide our products and services:

- Contract – We may process personal data in order to perform our contractual obligations.
- Consent - We may rely on your freely given consent at the time you provided your personal data to us.
- Legitimate interests – We may rely on legitimate interests based on our evaluation that the processing is fair, reasonable and balanced. These include:
 - *Delivering services to our clients* – To deliver the professional services our clients have engaged us to provide.
 - *Direct marketing* – To deliver timely market insights and speciality knowledge we believe is welcomed by our business clients, subscribers and individuals who have interacted with us.
- Legal obligations and public interests – We may process personal data in order to meet regulatory and public interest obligations or mandates.

6. Do we share personal data with third parties?

1. We will share your information within the informanagement group for administration purposes, to develop ways to meet our clients' needs and to carry out marketing activities including providing technical advice. Otherwise your information will be retained within the informanagement group except where disclosure is required or permitted by law or when we use third party service providers (data processors) to supply and support our services to you.
2. We may also pass your data to third party external organisations where we are required by law, where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

3. We use third party service providers such as agents, subcontractors and other organisations to help us provide services to you. These would include:
 - I. cloud accounting and payroll providers including IRIS, Quickbooks, Sage and associated payroll processing services;
 - II. email and secure Document exchange systems including Virtual Cabinet and IRIS;
 - III. Off-site storage and outsourcing services.
4. All of our third party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third party service providers to process your personal data for specified purposes and in accordance with our instructions.
5. As part of the services offered to you, we may send your data outside of the European Economic Area (EEA). Where this is the case, we will take reasonable steps to ensure that your data is protected in the same way as if it was being used in the EEA. For example, where third party suppliers store data in the US, we will ensure that their services fall within the Privacy Shield. <https://www.privacyshield.gov>

7. Do we use cookies?

Our websites may use cookies. Where cookies are used, a statement will be sent to your browser explaining the use of cookies. To learn more, please refer to our cookie policy.

8. What are your data protection rights?

You have various rights in relation to your personal data. In particular, you have a right to:

- obtain confirmation that we are processing your personal data and request a copy of the personal data we hold about you;
- be informed about the processing of your personal data (i.e. for what purposes, what types, to what recipients it is disclosed, storage periods, any third party sources from where it was obtained, confirmation of whether we undertake automated decision-making, including profiling, and the logic, significance and envisaged consequences);
- ask that we update the personal data we hold about you, or correct such personal data that you think is incorrect or incomplete;
- ask that we delete personal data that we hold about you unless required for legal reasons, or restrict the way in which we use such personal data; withdraw consent to our processing of your personal data (to the extent such processing is based on previously obtained consent);

- receive a copy of the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and to transmit such personal data to another party (to the extent the processing is based on consent or a contract);
- ask us to stop or start sending you marketing messages at any time by using the contact details in section 11 below; and
- Object to our processing of your personal data.

If you would like to access or see a copy of your personal data, you must ask us in writing. We will endeavour to respond within a reasonable period, and in any event within one month in line with Data Protection Legislation. We will comply with our legal obligations as regards your rights as a data subject.

To help us ensure that your information is up to date, let us know if any of your personal details change using the contact details set out in section 11.

You may also use the contact details in section 11 if you wish to make a complaint relating to your privacy.

9. What about personal data security?

We use a range of measures to ensure we keep your personal data secure, accurate and up to date. These include:

- education and training to relevant staff to ensure they are aware of our privacy obligations when handling personal data;
- administrative and technical controls to restrict access to personal data to a 'need to know' basis;
- technological security measures, including fire walls, encryption and anti-virus software; and
- physical security measures, such as security passes to access our premises.

The transmission of data over the internet (including by e-mail) is never completely secure. So although we use appropriate measures to try to protect

10. How long do we retain personal data?

We seek to ensure that we only keep your personal data for the longest of:

- the period necessary for the relevant activity or services;
- any retention period that is required by law; or
- the period in which litigation or investigations might arise in respect of the services.

11. Right to complain

If you wish to raise a complaint about how we are using your information, exercise any of the rights set out above, or if you have any questions or comments about privacy issues, you can contact us by:

- writing to :Data Protection Officer

Ossman Consultants Ltd.
591, London Road, North Cheam, Surrey, SM3 9AG.

- sending an email to info@ossman.co.uk

You can also complain to the Information Commissioner's Office, which regulates and supervises the use of personal data in the UK, on 0303 123 1113. If you are not based in the UK, you have a right to complain to the EU Data Protection Authority ("DPA") in [your jurisdiction](#).

12. Changes to this privacy statement

We may modify or amend this privacy statement from time to time.

When we make changes to this privacy statement, we will amend the revision date at the top of this page. The modified or amended privacy statement will apply from that date. We encourage you to review this statement periodically to remain informed about how we are protecting your information.