

## 2 Introduction

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject)

This notice explains what personal data we hold about you, how we collect it, and how we use and may share information about you. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

The General Data Protection Regulation (GDPR) seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU.

**Fiscale** is used to mean Fiscale (Holdings) Limited and all of its wholly owned subsidiaries, including, but not exclusively, Fiscale Limited, Fiscale (North West) Limited and Fiscale (South East) Limited.

## 3 Personal Data

Fiscale collects data from you and from other sources to process in different ways depending on the nature of our commercial relationship. Depending on our relationship, personal data may include but not limited to, contact information, Identification documents, bank account, National Insurance and PAYE reference numbers Fiscale may also collect statistics about the behavior of visitors to its website.

Fiscale's website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns.

Fiscale website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Fiscale's website.

Fiscale will only collect the information needed so that it can provide you with professional services and will never sell or broker your data.

If you have engaged with Fiscale as a client, Franchisee or Professional Referrer, we will continue to hold personal data about you on a contractual basis.

If you are a potential client (lead), business contact, a strategic partner or supplier we may hold personal data about you based on a Legitimate Interest assessment. We believe that we hold this information, and communicate with you, on the basis that it is essential for you to be informed about Government Legislation that could lead to valuable claims being made for Research & Development Tax Credits, Patent Box and any other professional services.

## 4 Disclosure

Fiscale may share your personal data with other related companies and in some cases the person or organisation who referred you. Fiscale may on occasions pass your Personal Information to third parties such as HMRC to process your claim. Fiscale do not broker or pass on information gained from your engagement without your consent. However, Fiscale may disclose your Personal Information to meet legal obligations, regulations or valid governmental request.

## 5 Retention Policy

Fiscale will process personal data and will continue to store such personal data in accordance with our policy, which is set out below.

The personal data may, but not exclusively, include the following, not all of which will be held in every case.

# Fiscale



Our Relationship with you	Personal Data we may, but not necessarily, hold	Legal Basis for collecting information	Retention policy
Business Contacts, Leads	<ul style="list-style-type: none"> <li>• Contact Details,</li> <li>• Employees Salary and PAYE details.</li> <li>• Telephone and meeting Notes</li> </ul>	Legitimate interest	18 months after most recent contact recorded in the CRM Hub
Client	<ul style="list-style-type: none"> <li>• Contact details,</li> <li>• Bank Account details</li> <li>• Identification Documents</li> <li>• National Insurance Number</li> <li>• PAYE Number</li> <li>• Salary, overtime and bonus details</li> <li>• Details of staff and Directors, including items above</li> <li>• Our Agreement</li> <li>• Photographic or video web site content</li> </ul>	Contractual	6 years after most recent claim is processed
Professional Referrers	<ul style="list-style-type: none"> <li>• Contact Information</li> <li>• Our Agreement</li> <li>• Bank Account Details</li> </ul>	Contractual	18 months if arrangement not concluded. If concluded, 18 months after the final claim for the last referral is processed
Strategic Partner	<ul style="list-style-type: none"> <li>• Contact Information</li> </ul>	Legitimate interest	18 months if arrangement not concluded. If concluded, 18 months after the final claim for the last referral is processed
Franchisee	<ul style="list-style-type: none"> <li>• Contact details,</li> <li>• Application Form</li> <li>• Bank Account details</li> <li>• Identification Documents</li> <li>• National Insurance Number</li> <li>• PAYE Number</li> <li>• Credit Rating Information</li> <li>• CV</li> <li>• Our Agreement</li> <li>• Performance Details</li> <li>• Payment Records</li> <li>• Training Records</li> <li>• AMLL Training Details</li> <li>• Web site content including photographs or video</li> </ul>	Contractual	18 months if arrangement not concluded. If concluded, 18 months after the final claim for the last introduction is processed

## 6 Data storage

Data is held in the United Kingdom using multiple secure servers. Fiscale does not store personal data outside the EEA.

## 7 Automated Data Processing

Fiscale does not use automated data processing

## 8 Your rights as a Data Subject

At any point whilst Fiscale is in possession of or processing your personal data, all data subjects have the following rights:

- **Right of access** – you have the right to request a copy of the information that we hold about you.
- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be Erasure** – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** – where certain conditions apply you have a right to restrict the processing.

Please note that exercising some rights may have contractual consequences

## 9 Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## 10 Your rights to correct and access your information and to ask for it to be erased

Please contact our Data Protection Officer (DPO) at email [dpo@fiscale.com](mailto:dpo@fiscale.com) if you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our Data Protection Officer for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our Data Protection Officer will provide you with further information about the right to be forgotten, if you ask for it.

## 11 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Fiscale, you have the right to complain.

Contact the Fiscale Data Protection Officer at email [DPO@fiscale.com](mailto:DPO@fiscale.com)

If you do not get a response within 30 days you can complain to the Information Commissioner Office.