

Privacy notice

GDPR is coming soon

The new GDPR legislation will be enforced to displace the current data privacy law. This will give more rights to individuals and more obligations to companies holding your personal data.

We will be publishing a new privacy policy accessible for all our clients and the public which will detail the way in which we use, share and store personal data.

This new privacy policy will be accessible after the 25th May and will be published on our website in the "Download Area" section.

How we use your information

This privacy notice tells you what to expect when A&S 1992 Ltd collects personal data. It applies to information we collect about:

- visitors to our websites
- people who use our services, e.g. who subscribe to our SMS text messages and email notifications
- people who have a legitimate interest in the services we provide

Visitors to our websites

When someone visits www.taxrefundsrus.com, we use google analytics (a third party service) to collect standard internet log information and the details of visitor behaviors on our website. This is done to help us develop as a business (as we can see what areas of our website our visitors spend the most time on). This information is processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do wish to identify visitors on our website, we will be transparent in doing so. If we have forms seeking personal information then we will make our intentions clear as to what we will do with your personal information. More information about our website can be found on our website disclaimer; this is located on our website.

Use of Cookies

You can read more about how we use cookies on our [Cookies page](#).

Security and Performance

A&S 1992 Ltd uses a third party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors to the TaxRefundsRUs website.

WordPress

We use WordPress.com to create our blog content, a third party service. WordPress.com is hosted and ran by Automattic Inc.com. We use an inbuilt WordPress feature to collect anonymous information about website users' activity on the site (for example, the number of views of a blog post published on our website). For more information about how WordPress processes data, please [see Automattic's privacy notice](#).

People who contact us via social media

If you send us a private or direct message via social media the message will be stored by A&S 1992 Ltd for twelve months. It will not be shared with any other organisations. You can request for this information to be deleted at any time.

People who call our helpline

When you call A&S 1992 Ltd we collect Calling Line Identification (CLI) information. We use this information to help improve our efficiency and effectiveness. We do not retain information from the calls for longer than required or record inbound or outbound phone calls without your consent.

People who email us

We use virus and endpoint protection to protect email traffic. We ensure emails are scanned upon receipt and when we send them out.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send to us within the bounds of the law.

People who use our LiveChat service

We use a plug-in in WordPress to supply and support our LiveChat service, which is used to handle customer enquiries.

If you use the LiveChat service we will collect your name, email address (optional) and the contents of your LiveChat session. This information will be retained for two years and will not be shared with any other companies.

You can request a transcript of your LiveChat session if you provide your email address at the start of your session or when prompted at the end.

■ People who make a complaint to us

When receiving complaints from clients, we create a file containing details of the complaint. We try to avoid inputting the identity of the complainant and other individuals involved although we will input this if it is deemed necessary to do so, for example: there is a direct complaint about an employee of ours

We will use personal information that we have collected to process the complaint and to monitor the level of service that we provide. We compile statistics at the end of the tax year to understand information surrounding complaints, for example: the amount of complaints received. We compile these statistics in a way whereby nobody is identifiable.

In some cases, we would have to disclose the complainant's identity to whoever the complaint is about if we feel that it is necessary. However, if a complainant does not want identifiable information about him or her to be disclosed then we will try to respect this and will keep them updated on the steps of our complaints process. It may not always be possible to deal with complaints on an anonymous basis.

Personal information retained in complaint files will be retained for two years from closure. It will be retained in a secure environment with restricted access. It will only be accessed following consent from the complainant.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

■ People who use our services

A&S 1992 Ltd offers various services to the public. We have to hold details of the people who have requested the service in order to provide it. We will initially collect details from the public based on "legitimate interest" when 'explicit consent' is not a viable option; this legitimate interest will be established if you enquire about our services by writing to us, coming to our premises, contacting us over the telephone, contacting us via our website, contacting us through social media, sending us SMS's, sending us emails. If you are referred by a friend, then we will collect your details on the basis your friend has been given consent by you to let us contact you, if they have not then we will remove your data. We will only use your details to provide the service requested and other closely related purposes such as SMS and

email updates regarding the service we provide. People who have opted in to our SMS and email marketing will be able to opt out at any time by contacting us on the address below, or getting into direct contact with us. They can also respond to any SMS or email communication asking us to opt out. There will be an option to opt out of our SMS marketing from the offset when we send out our marketing pack.

Your rights

Under the GDPR, you have rights as an individual which you can exercise in relation to the information we hold about you. You can get into contact with us at any time to get clarity on what data we hold and how we process your data.

Complaints or queries

A&S 1992 Ltd strives to meet the highest standards of practice when collecting and using personal data. We encourage our clients and the public to bring to our attention any concerns they may have over the usage of their information. We are open to any feedback to improve our current procedures.

This privacy notice was drafted to condense and clarify our privacy policy. It does not provide exhaustive detail of all aspects of A&S 1992 Ltd's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us on concerns@taxrefundsrus.com

Access to personal information

A&S 1992 Ltd are dedicated to ensuring that their clients and the public have access to their personal information. Individuals can make a "subject access request" under GDPR which will prompt us to disclose all the information we hold. If we do hold information about you we will:

- Give you a complete description of the type of information we hold
- Tell you the purpose as to why we hold this information
- Tell you who it could be disclosed to
- Tell you how long we retained it for
- Provide information on how you can request rectification, erasure or restriction or to object to such processing
- let you have a copy of the information in an intelligible form.

You can make a request to A&S 1992 Ltd for any personal information either electronically (you can either email info@taxrefundsrus.com or get in touch via Facebook; www.facebook.com/taxrefundsrus) or by writing to the address provided below. In some cases, we can take requests over the phone where electronic or written communication is not possible. There will not be a fee charged to access this information and we will respond within 40 days.

In the case whereby requests are manifestly unfounded or excessive, we may delay in providing this information in the 40 day timeframe aforementioned. This is because we may decide to consult a supervisory authority before releasing information back to you.

We may withhold personal data under GDPR if disclosing this information "adversely affect the rights and freedoms of others"; it is up to the UK government to instruct further exemptions to subject access requests such as for national security, defense and public security.

We will first try to deal with your request informally, if you give consent, then we may be able to provide specific information over the telephone. Amendments to your information can also be made informally, if given consent.

Disclosure of personal information

We do not disclose personal data without consent. However, in special cases, we may share personal information with other relevant bodies if deemed necessary; this may be for national security, defence and public security. You can find out more information about this by getting into touch with us.

You can also get further information on:

- Agreements we have with other companies for sharing information;
- Circumstances where we would pass on personal data without consent for example, to prevent and detect crime and to produce anonymized statistics.
- Our guidelines to staff on how to collect, use and delete personal data
- How we check that the information we hold is accurate and up to date.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Data Retention Policy

We keep our existing clients records for 6 years in line with HMRC's requirement to do so. If you have decided that you would no longer like to use our service, we will no longer process your data and you will be given the option to have your records and data back. If you do not request for your data or records back we will hold them for no longer than 4 years after we are taken off as your agents. We will only keep this data to process concerns or complaints and will not access this data without your consent. If you are no longer using our service, and would like us to remove your data immediately then we can do so.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 21 May 2018.

How to contact us

If you want to request information about our privacy policy you can [email us](#), call us on 0208 561 8388 or write to:

Information Governance Department
773 Uxbridge Road
Hillingdon
Middlesex
UB4 8HY

Email: info@taxrefundsrus.com

Facebook: www.facebook.com/taxrefundsrus