



## Privacy and Data Protection statement

This document outlines how **HELPSTATION** (“we”) process information about our clients (“you”) and explains your rights in respect of your data.

### What personal data do we collect and why?

1. We only collect your personal information when you explicitly provide it to us. We do not buy or sell personal data.
2. *To provide you with services.* The data we collect depends on the services you use, and may include:
  - your name, address and contact details, in order to be in touch with you
  - financial details, e.g. your banking information or national insurance number, if you ask for our help with financial affairs
  - computer information, e.g. passwords, if you ask us to help set up your computer and access websites
  - emails and other communications between us, in order to keep track of the services that we are providing and respond to any queries
  - records of communications with third parties, in order to keep track of the services that we are providing and respond to any queries (please see **How and why may we share your data?** below).
3. *Because it is in our legitimate interests as a business to do so.* We may retain your contact details and information about the services you have used, in order to
  - keep in touch with you and let you know about other services that may be of interest to you, if you have explicitly opted in to receiving such communications
  - collect debt.
4. *To comply with our legal obligations.* We need to keep records for tax and regulatory purposes including:
  - details of payments made to us and what they are for
  - details of reimbursements for products or services that we buy on your behalf.

### How and why may we share your data?

5. *To provide you with services.* We may share data with third parties, with your explicit consent, if this is necessary in order to provide a service. For example:
  - we may share information with HMRC if you ask us to speak to them on your behalf

- we may share information with other organisations if you ask us to help you with their forms or other paperwork
  - we may share information with other service providers if you ask us to recommend someone to help with a particular task.
6. *In order to comply with our legal obligations.* We may share your information if we are legally required to do so.

### **How do we protect your data?**

7. We store hard-copy and electronic data securely. Electronic files containing personal information are password-protected and locked when not in use.
8. Our website uses SSL encryption and the https:// protocol. We do not use cookies.

### **What are your rights?**

9. Under the law, you have the right to:
- request a copy of the personal information that we hold about you
  - ask us to correct, complete or delete any personal information we hold about you
  - object to our using any personal information about you.
10. You can make any of these requests by email or by post. You do not need to use any particular wording or special form. We will respond promptly and fairly.
11. We may not charge a fee for supplying a copy of your data unless:
- the request is manifestly unfounded or excessive (in which case we may also refuse to comply)
  - after making a request, you then request further copies of your data.
12. If you request a copy of your data, we must provide it within one month unless:
- we need extra time to verify your identity
  - we need extra time to process a fee
  - the request is particularly complex or you have sent us multiple requests
  - the request is manifestly unfounded or excessive.

### **How can you complain?**

13. If you are not happy with how we have handled your data or a data protection request, we ask you to contact us in the first instance and give us a chance to resolve your concern.
14. If you are still not satisfied, you can submit a complaint to the Information Commissioner's Office at <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>. Our registration number is ZA795207.