

## **Privacy Statement**

Thank you for visiting the website of Knight Goodhead Limited, ('Knight Goodhead'), [www.knightgoodhead.co.uk](http://www.knightgoodhead.co.uk), ('this site'). This statement explains our policy about the personal information you may give to us by using or visiting 'this website'.

Knight Goodhead respects the privacy of its website visitors, particularly, the rights of visitors with regards to the automated processing of personal data. Because of complete transparency to our clients, we have formulated and implemented a policy of these processing operations, their purpose and the possibilities for those involved to exercise their rights to their full ability.

You should be aware that Knight Goodhead is not responsible for the privacy policy of other sites that are accessible via a link on our website. We recommend that you consult the privacy statement and disclaimer of the other website when accessing third party websites through our website.

The law requires us to inform you about your rights and our obligations to you with regards to the processing and control of your personal data. To this end, we request that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)

On our website we use cookies and other tracking systems. By continuing to visit our website, you accept the following terms and conditions and you agree with our cookies.

We may update this privacy policy from time to time as deemed necessary. The version of the privacy policy available on the website is the only version that applies for the duration of your visit, until a new version replaces the current version.

Privacy-sensitive data, or personal data, is processed by Knight Goodhead. Knight Goodhead places great importance in the handling of personal data. Personal data is therefore carefully processed and secured by us.

This privacy statement was last updated on **10 November 2022**.

## **Personal Information**

From time to time, you will be asked to submit personal information about yourself (e.g. name and email address etc.) in order to receive or use services on our website.

Rest assured that we value your privacy highly. This information will only be used in connection with the service that required you to submit it and we will never give out your personal information to a third party for any reason whatsoever without your prior consent.

## **How we obtain your information**

You provide personal information to us when you subscribe to our newsletter or contact us via our web page. We may also get some of it by recording how you interact with our services by, for example, using cookies (for more information about cookies, see below).

### **How we use your information**

We may use your personal information to send you information detailing issues or developments in the world of audit, accounting and taxation and to keep you informed of any news about us as a firm.

We will not share your personal information with any third party, except as set out below, without your consent, unless required to do so by law.

### **Search engine**

Our website search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either ourselves or any third party.

### **E-newsletter**

We use a third-party provider, Informagement UK Limited to deliver a monthly newsletter to our subscribers. When we do so, we will gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter.

If you would like to subscribe to our informative newsletter, please send an email to [info@knightgoodhead.co.uk](mailto:info@knightgoodhead.co.uk)

### **Security and performance**

We use 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 our website.

### **Contact form and email**

If you fill out a contact form on the website, or send us an email, the data sent to us will be kept for as long as the nature of the details in the form or the content within your email is required by us to fulfill your request.

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

### **Personal information hand delivered or sent via post**

Any personal information that you hand deliver or send via the postal system is registered and is stored within our office. Security measures are in place to prevent any breach of data including access to the

office and access to our internal filing room where paper records are kept. This includes lockable internal doors only accessible by key or key code.

### **Personal information sent via secure portals and password protected documents**

If we are sending documents that contain personal information about our clients we will use secure portals such as CCH OneClick, Microsoft Office 365 OneDrive, Sage Portal or we will password protect documents. Passwords will be notified to the recipient via phone, text or by other means.

### **Retention period**

Knight Goodhead does not store your data longer than necessary for the purposes for which they were collected and processed.

### **Third parties**

We do not provide your personal data to third parties without your permission, unless we are obliged to do so based on the law, a court decision or if necessary for the execution of an agreement between you and Informagement (implied consent).

### **Complaints or queries**

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

### **Access to personal information**

We try to be as open as possible in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will tell you what we hold, tell you why we are holding it, tell you who it could be disclosed to and let you have a copy of the information in an intelligible form.

To make a request to us for any personal information we may hold, you need to put the request in an email to [info@knightgoodhead.co.uk](mailto:info@knightgoodhead.co.uk) or writing to the address provided below.

### **Links to other websites**

This privacy statement does not cover any links within our website linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### **About Cookies**

When you enter this site your computer will automatically be issued with a cookie. Cookies in themselves do not identify the individual user, just the computer used. Many sites do this whenever a user visits their site in order to track traffic flows. Cookies from this site will no longer be stored on your computer once you have closed your browser.

The cookies on this site are only used to identify your computer to our server in order to do the following:

- monitor which areas of the site you use during your visit so that we can assess which areas of the site are of most interest and plan future development accordingly.
- provide online services which require information to be passed from page to page during the course of their execution.

You have the opportunity to set your computer to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time. The last of these, of course, means that certain personalised services cannot then be provided to you.

#### **How to contact us**

Telephone: 023 8026 2480

Email: [info@knightgoodhead.co.uk](mailto:info@knightgoodhead.co.uk)

Post: Knight Goodhead, 7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire SO53 3DA