

## Consult Sue Carter Ltd Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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### Contact details

Post

APC Chartered Accountants Ltd, 6-7 St. John Street, MANSFIELD, Nottinghamshire, NG18 1QH, GB

Telephone

07517 164546

Email

sue@consultsuecarter.com

### What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Records of meetings and decisions

We collect or use the following information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Personal information used for the purpose of research

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

## Where we get personal information from

- Directly from you
- Legal and judicial sector organisations
- Publicly available sources

## How long we keep information

Document retention schedule:

### Employment records

Type of record	Retention period	Where is it stored?	Reason	Method of deletion
PAYE records	3 years from end of fiscal year	Accounting software	Legal	Electronic
Pay & tax: pay deductions, tax forms, payroll, loans	6 years after last action	Accounting software	Legal	Electronic

### Commercial contracts:

Type of record	Retention period	Where is it stored?	Reason	Method of deletion
Contracts with suppliers	6 years after last action	Electronic	Legal	Electronic
Contracts signed as a deed	12 years after last action	Electronic	Legal	Electronic
Purchase orders and invoices	7years after last action	Hard copy & electronic	Accounting audit	Electronic and shred

### Tax and Accounting Records:

Type of record	Retention period	Where is it stored?	Reason	Method of deletion
Tax returns	10 years from end of fiscal year	Accounting software	Audit	Electronic
Accounting & financial management information	6 years from end of fiscal year	Accounting software & hard copy	Audit	Electronic and shred

### Operational records:

Type of record	Retention period	Where is it stored?	Reason	Method of deletion
Register of members	Life of company	Electronic and hard copy	Regulatory	Electronic and shred
Memorandum of association	Life of company	Electronic and hard copy	Regulatory	Electronic and shred
Register of directors and secretaries	Life of company	Electronic and hard copy	Regulatory	Electronic and shred

### Email records:

Type of record	Retention period	Where is it stored?	Reason	Method of deletion
Email correspondence	Delete after contract ends	Electronic & hard copy	General business needs	Electronic & shred

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

6 January 2025