

Privacy Policy

Venton Limited trading as Venton Accounts and Venton Conference Centre act as bookkeepers for various clients and as a venue for meetings and training events. Our contact details are Unit 7 & 8, Chapel Parc, Chapel Town, Summercourt, Newquay, Cornwall, TR8 5AH. Our email address is hello@ventonltd.co.uk.

Our main purposes are to provide accounting services in line with your requirements, including but not limited to processing and submissions of VAT returns, Management Accounts, general bookkeeping and payroll and to also provide conference facilities to various businesses.

Venton Ltd is a controller of personal data. We will only use your personal information to deliver the services that you have requested from us, and to meet our legal responsibilities.

How we collect information from you

We obtain information about you when you engage us to deliver our financial services listed above. We only collect and process personal information when:

- you have specifically consented
- you have entered into a contract with us via our engagement letter
- we are fulfilling another legal requirement

If we require additional personal information, we will make it evident when we are collecting it and will explain what we intend to do with it.

Type of information we collect from you

The personal information we collect from you will vary depending on which financial services you engage us to deliver. The personal information we collect includes:

- your name, date of birth, address, telephone number, email address and vehicle registration (whilst visiting Venton Conference Centre) and company name.
- your Unique Tax Reference (UTR) number and National Insurance number, details of your tax affairs, investments, payroll information, employments, accounting records and other statutory returns
- your bank account details,
- your IP address and which pages you may have visited on our website and when you accessed them.

- We may require documentary details from you such as a driving licence, passport, utility bill or birth certificate in order to comply with our customer due diligence and money laundering procedures.

How your information is used

Depending on which of our services you engage us to deliver, as part of providing our agreed services we use your information to:

- contact you by post, email or telephone
- verify your identity where this is required
- understand your needs and how they may be met
- maintain our records in accordance with applicable legal and regulatory obligations
- process financial transactions
- prevent and detect crime, fraud or corruption
- investigate and/or defend potential complaints, disciplinary proceedings and legal proceedings
- invoice you for our services and related matters
- meet legal obligations

How long we keep your information

When you provide personal information, we will enter and store it in our databases and paper filing system and use it to deliver the purposes listed above. We have regular processes to delete and destroy information that is no longer relevant or needed.

We are required by legislation, other regulatory requirements and our insurers to retain your data where we have ceased to act for you. To ensure compliance with all such requirements it is the policy of the firm to retain all data for a period of six years from the end of our engagement. This period can be extended where required for legal reasons and regulatory requirements. If you are no longer a client of the firm and there is no legal requirement to retain your records, it is our policy to destroy your records after a period of three years unless you tell us otherwise.

Who has Access to your Information?

We do not pass data to third parties for marketing purposes, but with your consent, we will, if appropriate, use your data to advise you of other services that we provide or that can be provided through us. We will use the contact details that you have given us. Those contact details may relate to your corporate entity or you may have provided a personal email address. Even a corporate e-mail address may contain the name of an individual or data from which an individual could be identified.

Any staff with access to your information have a duty of confidentiality under the ethical standards that this firm is required to follow, which is governed by AAT. To view AAT's code of conduct which we are bound by as a member, please visit their Website and view 'Code of Professional Ethics'.

Third Party Service Providers working on our behalf

We will pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you such as cloud accounting and payroll services, email and secure document exchange systems, Mailchimp and Sign In scheduling.

Please be assured that we will not release your information to third parties unless you have requested that we do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

Accessing and updating your information

Keeping your information up to date and accurate is important to us. We regularly review and correct where necessary, the information that we hold about you. If any of your information changes, please email or write to us, or call us using the contact information above. You have the right to ask for a copy of the information Venton Accounts Management holds about you.

Security precautions in place to protect the loss, misuse or alteration of your information

We strive to protect your personal information in our possession, but we cannot guarantee the security of any information you transmit to us using email. We will agree appropriate secure transmission methods with you if required. Once we receive your information, we make our best effort to ensure its security on our systems. We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

Your choices

We may occasionally contact you by post, email or telephone with details of any changes in legal and regulatory requirements or other developments that may be relevant to your affairs and, where applicable, how we may assist you further. If you do not wish to receive such information from us, please let us know by contacting us as indicated under 'Contact information' above.

Your rights

- **Your General Data:** You have the right to request why we are holding your data, the categories of data we hold, the purpose of the processing, the categories of the recipients of such data, how long we may hold that data, if automated processing is involved and the possible source of the data if we did not collect the data direct from you.
- **Access to your information:** You have the right to request a copy of the personal information about you that we hold
- **Correcting your information:** We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information:** You have the right to ask us to delete personal information about you within certain conditions
- **Restricting how we may use your information:** In some cases, you may ask us to restrict how we use your personal information.
- **Objecting to how we may use your information:** Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.
- **Withdrawing consent to use your information:** Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.
- **Complain to the supervisory authority:** You have the right to lodge a complaint regarding our processing of your personal or company data. You can complain to us at our contact address above. You can lodge a complaint with the Information Commissioners Office (ICO) if you feel that we are infringing GDPR rules when handling your personal data. You can find out details about how to raise issues with ICO from their website www.ico.org.uk or via their helpline 0303 123 1113.

Please contact us in any of the ways set out in 'Contact information' above if you wish to exercise any of these rights.

Changes to our privacy notice

We keep this privacy notice under regular review and will place any updates on our website. Paper copies of the privacy notice may also be obtained by contacting us using the contact information above.

This privacy notice was last updated on 5th June 2024.