

Website Privacy Policy

This privacy policy explains how we use any personal information we collect about you when you use our website or contact us.

This policy covers:

1. What information do we collect about you?
2. Personal Data
3. Communication and Marketing
4. Access to your information and correction
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1. What information do we collect about you?

Our company website was developed and is hosted by Crackerjac Ltd for the purposes of providing information about our products and services, is a confidential way to make enquiries and book training and is used by Milebay personnel to communicate, record and track data. Products and services e.g. training course bookings are processed and recorded through our online booking system on our website. Your data may be stored through Microsoft office 365 Outlook, SharePoint cloud services and network attached storage on a secure network which users have independent logins to access data and applications. Your data will be stored on secure servers behind a firewall. All direct payment gateways offered e.g. Stripe and Go Cardless, used by our company, adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We collect information about you when you contact us about our services or commission us to work on your behalf. We may also collect information when you voluntarily complete any customer surveys or provide feedback. Any website usage information is collected using cookies (see section below regarding cookies for more details).

2. Personal Data

2.1 We may process the following kinds of personal data from your visit to our website:

- (a) Information about your computer and about your visits to and use of our website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths);
- (b) Information that you provide to us when using the services on our website, or that is generated in the course of the use of those services (including the timing, frequency and pattern of service use);
- (c) The information contained in or relating to any communication that you send to us or send through our website (including the communication content and metadata associated with the communication);

- (d) Information needed for the administration of our website and business;
- (e) Information that enables your use of the services available on our website;
- (f) Information necessary to send statements, invoices and payment reminders to you and collect payments from you;
- (g) Information necessary to send you email notifications that you have specifically requested;
- (h) Information required to provide third parties with statistical information about our users (but those third parties will not be able to identify any individual user from that information);
- (i) Information required to deal with enquiries and complaints made by or about you relating to our website;
- (j) Information required to keep our website secure and to prevent fraud;
- (k) Information required to verify compliance with the terms and conditions governing the use of our website (including monitoring private messages sent through our 'Contact Us' page on our website); and
- (l) Any other personal information that you choose to send to us.

2.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

2.3 In the event that we need to obtain special personal data from you, we will always tell you why, and how the information will be used.

2.4 We will process personal data for the following lawful purposes:

- (a) The legitimate interests of our organisation. These include, but are not limited to the administration of our organisation, debt recovery and processing accounts;
- (b) In the public interest or as a public authority;
- (c) For the performance of a contract or to enter pre-contractual negotiations;
- (d) In order to ensure compliance with a legal obligation placed on us; (e) in order to protect the vital interests of either yourself or another person; and/or;
- (f) For other reasons with your consent, which can be withdrawn at any time.
- (g) We may process information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website (" **transaction data** "). The transaction data may include your contact details, your card details and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a

contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely our interest in the proper administration of our website and business.

(h) We may process information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (“**notification data**”). The notification data may be processed for the purposes of sending you the relevant notifications and/or newsletters. The legal basis for this processing is consent OR the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

(i) We may process information contained in or relating to any communication that you send to us (“**correspondence data**”). The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and communications with users.

(j) Milebay Auditing Limited will usually process personal data for the lawful purposes of the performance of a contract, the legitimate interests of our organisation, and/or with your consent (which can be withdrawn at any time). If, we collect and/ or process your personal data for any other lawful purpose we will notify you at the time (unless we are prohibited by law from doing so).

3. Communication and Marketing

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail. You have the right at any time to stop us from contacting you for marketing purposes and you can opt out at any time by emailing info@milebayauditing.co.uk.

4. Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email info@milebayauditing.co.uk. We will not make any charge for this service. We want to make sure that your personal information is accurate and up to date, but you can also ask us to correct or remove any information you think is inaccurate.

5. Data Storage

The security of your data is very important to us and we take steps to ensure it is held securely. This includes any personal information about you (as described above) and your privacy/marketing preferences.

If you cease to be a client, we will retain your personal information and any work you have instructed us to carry out, for a period of up to 6 years from the point of cessation. After a 12-month period we will contact you regarding the information we hold and to update your data and marketing preferences.

6. Right to Erasure of your Information

You have the right to request that your information is completely removed from our records. Right to erasure requests should be made by email, addressed to the Data Controller at info@milebayauditing.co.uk.

Milebay Auditing will action all such requests without undue delay, where the data is no longer needed for legal or regulatory reasons.

7. Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function correctly as a result.

7.1 Our website uses cookies.

7.2 We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

7.3 The hosting facilities for our website are situated in the United Kingdom. The European Commission has made an "adequacy decision" with respect to the data protection laws of each of these countries.

8. Other websites

Our website may contain links to other websites. However, this privacy policy only applies to this website, so when you click a link to go to another website, you should read their own privacy policies.

9. Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. We recommend you visit this page regularly to check for any amendments or updates. We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

10. How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email at info@milebayauditing.co.uk or by writing to The Data Controller, Milebay Auditing Ltd, BRIGHTFIELD BUSINESS HUB, Bakewell Road, Orton Southgate, Peterborough PE2 6XU.

This policy is practiced in conjunction with our Fair Processing Notice and is owned and supported by the Directors of Milebay Auditing limited and will be reviewed every year or earlier if there is a change in relevant employment legislation or within the business' ways of working.

Director Signature	<i>Peter Lambert</i>
Director Name	Peter Lambert
Director Date	16/03/2023