

Privacy Notice

Introduction

TLA Business Services Ltd is committed to respecting our customers' privacy and protecting their personal information from misuse or authorised disclosure and complying with privacy laws. TLA Business Services Ltd values its reputation and aims to maintain high ethical standards in the conduct of our business affairs.

This privacy policy explains how we use any personal information we collect about you when you use this website

Business Summary

TLA Business Services Ltd is a Professional Services company, specialising in the business areas of Accountancy and Business Advisory Services. We process personal information to enable us to provide accounting, advisory and related services, to maintain our own accounts and records and to support and manage our employees. Specifically:

Bookkeeping

VAT filing

Management accounts

Periodic accounts reviews

Preparation and filing of annual accounts

Preparation and filing of annual tax returns

Company secretarial services

Payroll processing

Company pension processing

Profit improvement consultancy

Personal and business tax planning

Business start-up advice

Business disposals

Business retirement strategies

Organisation Size: TLA Business Services Ltd employs between 1 and 5 staff

Business Location: Worcestershire, UK

Organisation Contact Details :

Name and contact details of the Data Security Owner and Data Protection Officer

Name:	Michael Tombs
Email Address:	miketombs@tlaservices.co.uk
Telephone Number:	01905 21411
Postal Address	1 King Street Worcester Worcestershire United Kingdom WR1 2NX

Other contact addresses: none

Data We Collect - Online Services

This Privacy Policy relates to our use of any personal information we collect from you via the following online services:

Our website: tlaservices.co.uk

Our social media accounts:

Facebook	https://www.facebook.com/tlabusiness/
Linked In	https://www.linkedin.com/company/tla-business-services/
Twitter	https://twitter.com/tla_services
YouTube	https://www.youtube.com/channel/UCc6QM-YmMiDWEktFxmQ3fMQ

Email you may send to us at addresses ending with “@tlaservices.co.uk”

Depending on which of our services you use we may collect the following information:

- Name
- Email Address
- Telephone Number
- Postal Address
- Business Name
- Services you are interested in

When, Why and How we gain Consent (Legal Basis)

We will not collect any information about you without your explicit consent:

We will ask your consent every time we need to collect personal information about you.

We will explain in clear simple terms why we want to collect your information and what we will do with it before seeking your consent so you are fully informed and you will be given a clear and unambiguous option to opt in to any communications or services we might want to offer you.

Why we Collect Personal Data

We collect information about you to provide you with requested information, fulfil our service obligations and manage your account.

We may collect and analyse information for the purpose of providing bespoke advice and to recommend services and products we think will benefit you.

We also use it for business, regulatory and legal purposes, like dealing with any requests you make or content you submit.

To allow us to get in touch if we need to tell you about something, like a change to our policies or issues with a service.

Who Processes the Data We Collect (Who are the recipients of your data)

We will store and process your data following industry best practice and security.

We will take all reasonable steps to ensure that there are appropriate arrangements in place that includes provisions covering the appropriate secure transfer, handling and processing of the personal information by those entities and third parties.

The bulk of that processing takes place at TLA Business Services Ltd in Worcester, United Kingdom.

Where processing takes place by one of our trusted data processors, we ensure that our contracts with those 3rd parties contain appropriate GDPR clauses and that all our 3rd parties are also compliant with the GDPR. This affords your data the same protection away from our organisation, as it does within it.

The data we collect through our online services may be processed by one or more of the following

TLA Business Services Limited officers and employees

Sub-contracted staff employed by us

Other businesses contracted by us to provide specialised processing and services

Where we might send your personal data (Geographically)

We process data within the EEA and other countries deemed by the European Union as having adequate safeguards for protecting personal data. These countries are recognised by the EU as having suitable safeguards for the rights and freedoms of individuals and recourse processes by which data subjects can exercise their rights.

How long do we keep your data

Unless otherwise mandated by legislation, the data referenced above in the section Data We Collect:

Is kept in our active file for 6 months after required for active processing

After 6 months it is moved to a dormant state

After 12 months is deleted from our systems

We use Active records for some or all of the activities detailed in the section above - Why We Collect Personal Data

If we have recorded no positive activity from you after 6 months your record will become dormant

If there is no positive activity from you within 12 months we will delete your records

Positive activity means that you open, read, interact with either the website or through any of the communication methods we use to contact you.

It is our responsibility to be able to demonstrate this positive activity and if we cannot then your details will become dormant and eventually be deleted.

We may from time to time request that you create an affirmative action via email or our website to keep your record active, if we are unable to determine it automatically.

Your Rights as an Individual in Respect of the Data we hold

We respect the rights and freedoms of individuals and as such we would like to make you aware of the following.

You have the right to:

Request access to your data

Request rectification of your data where there are errors or inaccuracies or the data is not current

Request that the data we hold is removed entirely from our systems

Request us to restrict processing of your data

Object to our processing of your data

Request your data in a format that is commonly used/accepted

Send your data to another controller

Withdraw consent already provided - at any time

You also have the right to complain to this organisation.

To exercise your rights above please contact the Data Protection Officer, via any of the channels provided.

You also have the right to lodge a complaint with a supervisory authority. In this instance the ICO. Their contact details are as follows:

<https://ico.org.uk/concerns/handling/> or call the ICO on 0303 123 1113.

Quick Links for exercising your rights

DPO email Address: miketombs@tlaservices.co.uk

DPO phone number: 01905 21411

Controller email address: miketombs@tlaservices.co.uk

Controller phone number: 01905 21411

Data Sources - where did you get my data.

Any and all data in respect of Data We Collect, is collected directly from you, the individual.

We do not collect any of your personal data from any other sources. This includes any publicly accessible list and or data sources, whether in the public domain or if we have a legitimate interest to be able to access those sources legally.

Do we have a statutory or legal right to hold this data

We have no statutory or legal right to hold the data you have provided , and detailed in respect of Data We Collect.

We rely on consent to collect and store this data, and uphold all of the individual's rights and freedoms with respect to personal data given by consent.

See section - Your Rights as an Individual in Respect of the Data We hold

Automated Decision Making, Profiling, and what that means for you

Any and all data in respect of Data We Collect, is not subject to any automated decision making.

We do not profile you using your data; any actions taken by us or our systems are as a direct result of explicit requests or consents you have chosen.

There are no foreseeable consequences of any significance in respect of providing the data or being removed from the records, except that we will not be able to contact you.

Cookie Policy

Please refer to the separate Cookie Policy on this site - tlaservices.co.uk/cookie-policy/

In summary:

When you visit our website you will be presented with notification that we use cookies and an opportunity to accept our cookie policy.

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a ""device"") web browser from a website's computer and is stored on your device's hard drive.

Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows.

Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked.

If you continue without changing your settings, you are agreeing to our use of all cookies on the tlaservices.co.uk website. However, you can change your cookie settings at any time.

During the course of any visit to the tlaservices.co.uk website, the pages you see, along with a cookie, are downloaded to your device. Many websites do this, because cookies enable website publishers to do useful things like find out whether the device (and probably its user) has visited the website before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit."