



PRIVACY NOTICE

General Data Protection Regulation
2016/679 ("GDPR")



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1 Milner Boardman Partnership Limited

- 1.1 Milner Boardman Partnership Limited trading as Milner Boardman & Partners (“MBP”) is a limited company registered in England & Wales (Company Registered Number: 07195066). Contact details for MBP are as follows:-

Registered office & trading address: The Old Bank, 187a Ashley Road, Hale, Cheshire, WA15 9SQ.

Email: office@milnerboardman.co.uk

Telephone Number: 0161 927 7788

Website Address: <https://www.milnerboardman.com/>

- 1.2 MBP is fully committed to client confidentiality and protecting your personal data. We have appointed a member of this firm to act as our Information Officer and representative for data protection matters, her details are as follows:

Name: Natasha Baldwin

Address: The Old Bank, 187a Ashley Road, Hale, Cheshire, WA15 9SQ.

Email: natashab@milnerboardman.co.uk

Telephone Number: 0161 927 7788

2 The Policy

- 2.1 This privacy policy applies to MBP (“we”, “us” or “our”).
- 2.2 This policy is provided to comply with the requirements of GDPR. Where the policy refers to “processing” or “process” personal data, this includes handling, collecting, protecting, and storing it. “Personal data” may also be referred to as “personal information”.
- 2.3 This policy explains how and why we collect and process your personal data and what we do to ensure that it is kept secure and private.
- 2.4 This policy also sets out your rights in respect of our collecting and processing of your personal data.
- 2.5 Under data protection law, a data controller is someone that makes decisions about how and why your personal data is used and has a duty to ensure that your rights are protected. MBP will be the data controller.
- 2.6 It should be noted that where an Insolvency Practitioner of MBP is appointed as office holder and data processing is carried out as part of their statutory duties, the office holder may also be the data controller. An office holder (i.e. a Liquidator) also acts as an agent on behalf of the company but is subject to confidentiality in respect of any personal data collected and processed. MBP has two licenced Insolvency Practitioners, Darren Brookes and Natasha Baldwin, who are licenced to act as Insolvency Practitioners in the United Kingdom by the Insolvency Practitioners Association. Details of how our Insolvency Practitioners may collect and process your personal data can be found in our separate Insolvency Practitioner Privacy Policy.

3 Personal data, what we collect and how we use your personal data

- 3.1 Under GDPR, personal data is defined as any information relating to an identified or identifiable natural person (data subject), of which some may be classed as special category data, further details of which can be found at section 4.
- 3.2 We may collect, record and use your data in physical and electronic form and will collect and process that data as set out in this policy and in line with the Data Protection Legislation.
- 3.3 If you wish to contact or be contacted by MBP, or for us to provide any contract or services, we will need to collect certain personal data from you so that we can assist with your queries or provide services. If you choose to supply personal data either through our website (contact form), by telephone or via emails, or other correspondence that you may send to us, we will collect, process and share that personal data as detailed in this privacy policy.
- 3.4 You do not have to submit any personal data to use our website, however should you choose to submit any personal data on our website, you agree to the use of such data in accordance with the terms set out in this privacy policy. If you complete and submit the contact form on our website, the site collects and stores the personal data that you have provided in the form. Such data may consist of your name, email address, telephone and any other financial or general information that you may choose to disclose.
- 3.5 If you engage us to provide you with services, the data that we collect may include the following:-
- Full Name
 - Contact details (including your business and/or personal address, email address and/or phone number)
 - Proof of identity documents (this is generally in respect of individual debtors as well as directors and beneficial owners (a person who hold 25% or more of the shares of the company).
 - Financial details relating to your business (including bank and/or credit card details, where appropriate)
 - Other information relating to your business (including company books and records, company officers' details and employee details)
- 3.6 If you choose not to provide certain personal information to MBP, it may prevent the execution of the contract and we may not be able to provide you with some of the services.
- 3.7 We will use this data to provide services to you or to comply with our legal or regulatory duties and obligations (i.e. to undertake due diligence and money laundering checks).
- 3.8 If we collect personal data about you from a source other than you, where appropriate we will inform you of where that data came from and what the data is. If the data is incorrect and/or incomplete, you have a right for it to be corrected and/or amended. Please see section 5 for further information.
- 3.9 Personal data may also be obtained from public sources or bodies such as the Registrar of Companies and other similar public-access data providers and HM Revenue & Customs ("HMRC").

- 3.10 Before you disclose to us the personal data of another person, you must obtain that person's consent to the disclosure and the processing of that person's personal data. Where personal and financial data relating to another person is supplied by you, by providing this data you confirm that you have obtained their consent or that you are otherwise entitled to provide this data to us and for us to use it accordingly.
- 3.11 If you are one of our business contacts (which may include tax advisers, solicitors, employment agents or valuers) and we are working with you to provide services to a client we will collect information about you (including name, contact details and job title) to provide such services.
- 3.12 We are unable to guarantee the security of external networks including the internet or your own device, accordingly any online communications (e.g. information provided by email or via the website) are at your own risk.
- 3.13 We will only use any personal data supplied to us when we are lawfully permitted to do so. The law states we must identify the purpose and basis upon which we use your personal data. Under the GDPR, processing shall be lawful only if and to the extent that at least one of the following applies:
- You have given clear and specific consent to the processing of your personal data for one or more specific purposes.
 - Where processing is necessary for the performance of a contract which we have entered into with you or in order to take steps at your request prior to entering into a contract.
 - Where processing is necessary for compliance with a legal obligation (not including contractual obligations).
 - Where processing is necessary in order to protect your vital interests or the vital interest of another natural person.
 - Where processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.
 - Where processing is necessary for the purposes of our legitimate interests or the legitimate interests of a third party, except where such interests are overridden by your interests or fundamental rights and freedoms which require protection of personal data.

4 Special Category Data

- 4.1 MBP do not usually seek sensitive data, however in the event that we need to collect or process sensitive data about you, known as 'special category data', we will only do so where we have obtained your specific permission/consent to collect and process this type of data or where we are required by law to process the data in order to comply with any legal obligations (e.g. money laundering checks) or the processing is necessary to carry out obligations under employment law or the processing is necessary to bring or defend legal actions.

4.2 Special category data may include:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade Union membership
- Genetic information
- Identifiable physical, physiological or behavioural characteristics
- Health
- Sex life or sexuality

4.3 If we collect special category data about you from a source other than you, where appropriate we will inform you of where that data came from and what the data is. If the data is incorrect and/or incomplete, you have a right for it to be corrected and/or amended. Please see section 5 for further information.

4.4 Our Insolvency Practitioners, if appointed as Office Holders, may hold some special category data e.g. trade union membership or information about individuals' health, which will be necessary to administer the insolvency process in line with their legal or regulatory obligations, further details can be found in our separate Insolvency Practitioners Privacy Policy.

5 Consent

5.1 If we have asked for your specific permission or consent to have and to use your personal data, you have the right to withdraw that consent at any time by contacting our Information Officer.

5.2 This will not affect any processing of your personal data which we have done before you withdrew your consent.

5.3 Please note that in certain circumstances it may still be lawful for us to continue processing your personal data even where you have withdrawn your consent, if one or more of the other legal bases detailed above, are applicable.

6 Sharing your personal data

6.1 We will only share your personal data with third parties in the following circumstances:

- Where we have your permission.
- Where we are required to do so in order to provide the services to you (for example we may need to share your personal data with the Insolvency Service, Companies House, tax advisors, employment agents, solicitors or agents/valuers).
- To our professional advisers for the purposes of obtaining professional advice or establishing, exercising, or defending legal rights.
- To our suppliers (for instance our service providers/ IT support).
- Where appropriate, personal data may be disclosed to law enforcement, regulatory or other government bodies, tax authorities or third parties where necessary to comply with legal or regulatory obligations or for the purposes identified above.

- 6.2 We will not share any personal data for marketing purposes without your explicit consent.
- 6.3 If in the unlikely event, we need to share your personal data outside of England & Wales, we will discuss this with you beforehand.
- 6.4 In cases where legislation requires us to carry out an identification check (i.e. to complete money laundering checks), we may validate your name, address and other personal data supplied by you against an appropriate third party database. You should advise us if you do not consent to such a check being made. The checks are to confirm your identity only and a credit check is not performed so your credit rating will not be affected by our identity check.

7 How long do we keep your personal data?

- 7.1 We will only retain your personal data for as long as necessary to fulfil the purpose for which we collected it and in line with any retention period that is required by law, specific business-sector requirements and agreed practices.
- 7.2 In respect of personal data required by law when commencing a client engagement, the period for retaining your personal data is usually 6 years from the date on which the relevant matter has been closed or has ended.
- 7.3 We regularly review what data we have and delete that which is no longer necessary.

8 What are your rights?

- 8.1 You are classed as a “data subject” and you have the following legal rights: -

Right of..	You have the right to..
Access	ask for a copy of the personal data we hold about you
Rectification	ask that we correct any personal data that we hold about you that is inaccurate or incomplete. We have an obligation to ensure that the information we hold about you is complete and accurate.
Forgotten (to be)	ask us to erase or remove personal data from our records, in certain circumstances, where there is no reason for us to continue to hold it
Processing	ask us to restrict the processing of your personal data in certain circumstances. You also have the right to object to the processing of your personal data in certain circumstances.
Portability	request that your personal data is transported to another organisation
Object	Object to certain types of processing and important decisions being made about you
Withdrawal	withdraw your consent for specific processing of your personal data, as detailed at section 5.

- 8.2 Please contact our Information Officer if you wish to find out what personal data we hold about you, if you believe that any of the personal data we hold is incomplete or inaccurate, if you would like us to delete your personal data or if you have any further queries about how we process your personal data.

- 8.3 If you would like to access or see a copy of your personal data, you must ask in writing.
- 8.4 We will treat any requests to access, change and/or delete personal data in accordance with applicable legal requirements. We will always try and deal with any request to your satisfaction, however there may be situations where we are unable to do so (for instance if we are required by law to keep your personal data).
- 8.5 We will endeavour to respond to any request within a reasonable period, and in any event within one month of receiving your request in line with Data Protection Legislation.
- 8.6 We may also send any requests received to anyone else we have shared your personal data with. For more information, please see Section 6.
- 8.7 You are not required to pay any charge for exercising your rights, however a charge may be levied to cover the administration costs of any unfounded or excessive requests, if appropriate.
- 8.8 Automated Decision Making: Automated decisions are defined as decisions about individuals that are based solely on the automated processing of data and that produce legal effects that significantly affect the individuals involved. MBP does not make automated decisions using personal data.

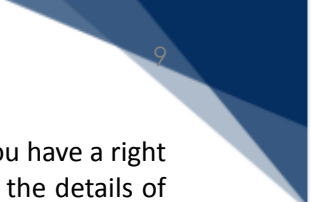
9 Cookies/Google Analytics

- 9.1 A cookie is a small data file which asks permission to be placed on your device. If you agree, the file is added, and the cookie helps analyse web traffic. You can accept or decline cookies by changing the settings in your web browser. To find out more about cookies visit www.allaboutcookies.org. Our website does not currently use any cookies.
- 9.2 Our website does have a google tracking code for analytics and we use the Google Analytics service from Google LLC (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA; "Google") to analyse our website visitors. Google uses cookies. Users can prevent the collection of data generated by cookies by downloading and installing the browser plug-in that is available at the following link: <http://tools.google.com/dlpage/gaoptout?hl=en>.

Further details of how Google collects and processes data when you use our website can be found at www.google.com/policies/privacy/partners/

10 Further Information/How to complain

- 10.1 We have various measures in place (including physical, electronic and managerial procedures) to keep your personal data safe and to prevent unauthorised access to or use or disclosure of it. Electronic data is stored on secure computer systems, and we control who has access to it. Our staff receive regular data protection training, and we have data protection policies in place which all staff are required to follow when handling your personal data.
- 10.2 We are registered with the Information Commissioners Office ("ICO") registration number Z3288447.
- 10.3 If you have any concerns about our use of your personal data then please contact our Information Officer in the first instance.

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- 10.4 If you are still not satisfied that we have addressed your concerns adequately you have a right to lodge a complaint with the ICO, which oversees data protection in the UK, the details of which are available at www.ico.org.uk.
- 10.5 This version of our privacy policy is effective from 20 September 2021. Our privacy policy is reviewed at appropriate intervals, and we reserve the right to modify or amend this privacy policy at any time. We encourage you to review this statement periodically to remain informed about how we are protecting your personal data.