

PRIVACY NOTICE



A C Mole – Privacy Notice

Who We Are

A C Mole LLP trading as A C Mole gathers and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

A C Mole of **Stafford House, Blackbrook Park Avenue, Taunton, Somerset, TA1 2PX** act as the data controller in the collection, use, storing, protection and transfer of your personal information. The designated Appointed Person for the organisation is Michael Cook, and can be contacted via email HeadOfPrivacy@acmole.co.uk or 01823 624450.

Information That We Collect

A C Mole processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any other way than already specified in this notice.

The personal data that we collect from you is: -

- Name
- Date of Birth
- Nationality
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Work Telephone Number
- Mobile Telephone Number
- Skype Address
- National Insurance Number
- Passport Number
- Driver's License Number
- Personal Unique Tax Reference number
- Any additional information required for Anti Money Laundering purposes

We collect information in the ways described below: -

When you contact us through our website, or by calling us, we may collect personal data such as your name, telephone number and e-mail address.

Additional personal data is usually collected through our initial meeting with you or through e-mail correspondence and through our secure client portal service through IRIS OpenSpace.

When potential employees contact us enquiring about vacancies within the firm, we will request an electronic copy of their CV.

How We Use Your Personal Data

A C Mole takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where we consider that information or additional services may be of use to you and we contact you with details through newsletters or direct e-mailshots, you are free to withdraw such consent at any time.

The purposes and reasons for processing your personal data are detailed below. -

- *We collect your personal data in the performance of a contract to provide a service to clients relating to their personal tax and business affairs.*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *We have a legal obligation to share your personal data with HM Revenue & Customs when submitting returns prepared on your behalf*
- *We have a legal obligation to share your personal data with your personal pension provider or insurance provider where we are required to do so by law*
- *We have a legal obligation to share your personal data with Creditsafe Business Solutions Limited who are a credit reference agency and provide us with information to verify your identity for Anti-Money Laundering purposes prior to you becoming a client of ours*
- *We have a legal requirement to share your personal data with the National Crime Agency where we are required to do so by law*

*We also process personal information for certain **legitimate business purposes**, including providing postal communications which we think will be of interest to you. Whenever we process data for these purposes we will ensure that we always keep your Personal Data rights in high regard and take account of those rights.*

Your Rights

You have the right to access any personal information that **A C Mole** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible, unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with the data protection law, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request for any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **A C Mole** uses third-parties to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

FirstOrder Secretarial (First Corporate)

We use FirstOrder Secretarial to assist us with our company formation and company secretarial duties and they act as a processor on our behalf. They provide a secure cloud based service and the only information we provide them with is your name, date of birth, nationality, address and order details to meet business and legal requirements. This information is then shared with Companies House when forms are completed on your behalf, but only after receiving authorization from you as our client.

For more information about FirstOrder Secretarial, please read their Privacy Notice at <https://www.fcls.co.uk/privacy-policy/>

Croner Taxwise

We use Croner Taxwise to provide insurance against additional costs incurred during tax investigations. In order to provide this service, the only information we provide them with prior to any investigation being opened is your name. Once an investigation has commenced, additional information including address, date of birth, NI Number, UTR and tax returns will be provided.

For more information about Croner Taxwise, please read their Privacy Notice at <https://www.cronertaxwise.com/privacy-policy/>

Xero

We use Xero to provide bookkeeping services for business clients. In order to provide this service, there may be occasions where we record personal details where customers and suppliers are individuals. The only information we provide them with are contact details necessary for the legitimate interests of our client's business (debt management, supplier payments, etc).

For more information about Xero, please read their Privacy Notice at <https://www.xero.com/uk/about/terms/privacy/>

QuickBooks (Intuit)

We use QuickBooks to provide bookkeeping services for business clients. In order to provide this service, there may be occasions where we record personal details where customers and suppliers are individuals. The only information we provide them with are contact details necessary for the legitimate interests of our client's business (debt management, supplier payments, etc).

For more information about QuickBooks, please read their Privacy Notice at <https://quickbooks.intuit.com/uk/privacy-policy/>

IRIS OpenSpace

We use IRIS OpenSpace to provide a secure File Sharing service for our clients. They provide a secure cloud based service where files are stored and can only be accessed by ourselves and the specific client to which they relate. Access is through password protection and IRIS themselves have no access to the files uploaded into the service.

For more information about IRIS OpenSpace, please read their Privacy Notice at <https://www.irisopenspace.co.uk/Account/Index>

Sage Online Payslips Service

We use Sage online payslips service to provide a secure File Sharing service for our payroll clients who wish to provide secure electronic payslips to their employees. Sage provide a secure cloud based service where documents are stored and can only be accessed by the relevant employee. Access is through password protection and Sage themselves have no access to the files uploaded into the service.

For more information about the Sage Online Payslips Service, please read their Privacy Notice at <https://www.sage.com/company/privacy-notice-and-cookies>

Creditsafe Business Solutions Limited

We use Creditsafe Business Solutions to provide smooth Anti-Money Laundering checks to ensure that our due diligence is fully AML compliant. They provide a secure cloud based service where files are stored and can only be accessed by ourselves. Access is through password.

For more information about Creditsafe Business Solutions Limited, please read their Privacy Notice at <https://www.creditsafe.com/gb/en/legal/privacy-policy.html>

AutoEntry (OCReX Limited)

We use AutoEntry to capture client records such as statements, invoices, receipts and expenses and convert them into machine readable data for transfer into accounting solutions. They provide a secure cloud based service where files are uploaded and stored, the resulting files can then only be accessed by ourselves. Access is through password.

For more information about AutoEntry, please read their Privacy Notice at <https://www.autoentry.com/privacy-policy>

Blackmore Ricotech (Blackmore Computers Ltd)

We use Blackmore Ricotech to recycle / dispose of redundant IT equipment. They provide a service to securely wipe any electronic data from the device and thereafter dispose of the item.

For more information about Blackmore Computers Ltd, please read their Privacy Notice at: <http://r3cycle.co.uk/privacy-policy-cookies/>

Dropbox (Dropbox, Inc.)

We use Dropbox in some circumstances to provide secure file transfer services. Access is restricted by username and password and is limited to specific staff.

For more information about Dropbox, Inc, please read their Privacy Notice at:
<https://www.dropbox.com/privacy>

Sign In App Ltd

We use Sign In App Ltd for staff and visitor record management. They provide a secure Cloud based service which records the entrance and exit date and time of employees and visitors (including company name).

Access to the data is limited to specific users and by username and password.

For more information about Sign In App Ltd, please read their Privacy Notice at:
<https://signinapp.com/privacy-policy/>

Tidio Chatbot

We use Tidio to provide a chat platform that connects visitors to our website to A C Mole LLP. They provide a secure cloud-based service where files are stored in EEA member countries and can only be accessed by ourselves. Data collected through the chat function includes e-mail addresses. Names, phone numbers and only with consent of the users, in order to start the chat. Access is through password and all data is encrypted. For more information about Tidio, please read their Privacy Notice at <https://www.tidio.com/privacy-policy/>.

A C Mole LLP is not making use of these messages or data other than to follow up on enquiries through the chat function. Data collected will be processed and transmitted in accordance with the General Data Protection Regulation (GDPR).

Safeguarding Measures

A C Mole takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

- To prevent unauthorised access, maintain accuracy, and ensure proper use of information, we have employed physical, electronic, and managerial processes to safeguard and secure the information we collect.
- All our employees and data processors who have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of our clients' personal data.
- We use leading technologies and encryption software to safeguard your data, and set strict security standards to prevent any unauthorised access to it.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to **A C Mole**, however, as this information is required for us to provide you with our services, we will not be able to offer all of our services without it.

How Long We Keep Your Data

A C Mole only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your personal data for a minimum of 6 years after we cease acting for you, after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and withdraw your consent.

Lodging A Complaint

A C Mole only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however, you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

A C Mole

Appointed Person: Michael Cook

Stafford House, Blackbrook Park Avenue, Taunton, TA1 2PX

Telephone: 01823 624450

E-mail: HeadOfPrivacy@acmole.co.uk

Supervisory Authority

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Changes to the Privacy Notice

This Privacy Notice may be changed by us at any time. This Privacy Notice will be updated in due course to comply with the further requirements under the GDPR which came into force on 25 May 2018.

This Privacy Notice was last updated on 20 October 2025 (v1.06)