



**Thank you for trusting us with some of your information. We want to assure you that we take that trust seriously, and this Privacy and Cookie Policy is designed to let you know how we use your information.**

We are EB Secretarial Solutions Limited, hereinafter referred to as 'EBSS', 'we' or 'us'. EBSS was set up in 2012, with our registered office being 33a High Street, Belper, Derbyshire, DE56 1GF. Emma Bennett is the sole Director of EBSS, and from time to time we have a little assistance from associates.

## Website privacy

Our website is designed to provide information that we hope you and your business will find useful.

To help us understand if we are achieving this goal, we monitor visitors to our website, how you found us, what page you were on before arriving at our site and which pages you view when visiting our site. We do not harvest or collect email addresses from website visitors. If you do not contact us and give us your email, we do not have your details.

We use cookies to enable us to use things like Google Analytics from time to time. You can disable cookies in your browser if you do not want us to collect such information.

## Use of automated systems

We use automated systems not only to send you the information you have indicated you want but also to send you products you have bought and to administer services you have subscribed to.

We monitor who reads our mailings, how many times, and which links you choose to use and read. We use this information to increase the content's level of interest, and help improve our targeting of information and services. You can remove your information from this monitoring by disabling cookies on your website browser before opening emails from us. From time to time, we contact individual newsletter subscribers, but it is extremely rare.

From time to time we use targeted advertising campaigns based on anonymised data. For example, if we have a sudden rush of clients from a particular sector we may place advertisements targeting similar people and business'.

## Downloads and services

If you contact us and ask us to send you: information, subscribe to a newsletter, or purchase a product or service your details will be stored in our sales and marketing database. If you asked to be subscribed to a particular newsletter or sequence of updates (or subscribe yourself), you will be added to that list. We operate 'double opt-in' lists, and you will need to reconfirm your subscription before receiving anything from us. All automated emails have an unsubscribe option (located at the bottom of the email) that can be triggered at any time.

## Financial and credit card details

Currently, we do not accept payment by credit card. If you pay us by BACS or direct transfer, we know only that information that the bank identifies - usually, the name of the payee, how much and the reference number.

From time to time we may do a credit check, we do not keep credit scores.

## Data Sharing

Under no circumstances do we at this time or will at any point in the future sell or exchange data we hold with organisations who may want to sell you something or use your data for research or other purposes.

We have an outsourced support team for our own business, including Virtual Assistants, Web Designers, IT support, Sales and Marketing, Accounting etc.. They have limited access to your data,

and only then when the service they provide to us necessitates that. For example, if we invoice you, our Accountant needs to see the invoice in order to prepare our accounts.

We neither hard sell or cold call, preferring to build long-term relationships with our clients. We ask our sales and marketing people (both internal and external) to contact potential clients from time to time normally because you have requested a call, or because we are trying to let you know about a new service that may be of benefit to you.

Our outsourced team use our software to access any data they need. We do not permit copying or sharing by the team and actively monitor for any potential breaches.

Your information/advice is held in the strictest confidence. Our team are all contracted to strict confidentiality clauses with restricted data usage. We only use mainstream software, and we use the most secure login options available to us. Export and downloading of data is restricted to a limited number of authorised individuals.

## Where is your data located?

We use only mainstream packages for every aspect of our operation. Meaning that most of our data is stored on servers located within the EU and USA (all Accounting functions are carried out in England, but the data is stored on servers located in the EU and USA). We use only service providers offering appropriate security standards.

It is extremely rare that we hold any 'Special Category' data (about your health, sexual orientation, beliefs etc), and if we do it is normally obtained during 'general' email chit-chat. We keep that data in Microsoft systems which are kept in the EU and USA. We do not routinely collect this data about anyone.

## Retention periods

We have a long-term and discreet relationship with most of our clients. For that reason, we retain information for six years from the last point of contact. This allows us to have financial records going back far enough to satisfy HMRC, advice records going far enough back to satisfy our insurers. Our clients often come back to us for information they have forgotten or can no longer find.

If you have contacted us but never purchased from us, you will remain on the list you joined until you unsubscribe from that list. From time to time our mailing lists are 'cleaned', and subscribers who have never read anything from us will be removed. To ensure that un-subscribers are not added again by mistake your email address (only your email address and no other information) will be kept on an unsubscribe list.

## Information we hold about you?

Like every other company we have a legal obligation to provide you with a copy of any information, we have about you. If you want to know what information we have about you (if any) email [info@ebsecretarialsolutions.co.uk](mailto:info@ebsecretarialsolutions.co.uk) and give us your name, email address(es) and we will be happy to carry out a search and provide you with a screen dump of any information we have.

If you are no longer happy being on any of our lists either unsubscribe (effective immediately) or email us at [info@ebsecretarialsolutions.co.uk](mailto:info@ebsecretarialsolutions.co.uk), with a subject title of UNSUBSCRIBE, and we will unsubscribe you from our records (effective within 120 hours).