

Data protection privacy notice

Clients

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your contract for services and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

YRH Ltd. ('Company') is a 'data controller' and gathers and uses certain information about you and so, in this notice, references to 'we' or 'us' mean the Company.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our *Data Protection Policy*.

About the information we collect and hold

The table set out in the Schedule at the end of this Notice summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out in the Schedule with other parties, such as external contractors and our professional advisers and potential purchasers. Usually, information will be anonymised, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information as required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices, third-party agencies, service providers, representatives and agents as described below.

How long we keep your information

We keep your information during and after your services with us for no longer than is necessary for the purposes for which the personal information is processed. Further details on this are available in our *Data Retention Policy*.

Your rights to correct and access your information and to ask for it to be erased

Please contact our Data Protection Team email data@yourrighthand.co.uk. If you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our Data Protection Team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. our Data Protection Team will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our Data Protection Team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Schedule: about the information we collect and hold

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name, contact details (ie contact address, contact phone numbers, email address), your bank details, your photo where applicable, organogram, financial information	From you	To enter into/perform the contract of services Legitimate interests: to maintain records and to comply with legal, regulatory and corporate governance obligations	To comply with legal, regulatory and corporate governance obligations
Details of bank/building society	From you	To collect funds from you on Direct Debit Legitimate interests: to maintain records and to comply with legal, regulatory and corporate governance obligations	To comply with legal, regulatory and corporate governance obligations