

## Terms and conditions of using our website

While we have made every effort to provide accurate and up to date information on our website, the law is constantly changing and affects each person or business in different ways. The information contained within this website is no substitute for specific advice and we will not accept liability if you rely solely on information from the website.

It is important that you read this page as it contains important information regarding accessing our website.

By accessing this website you agree to the terms and conditions set out below:

### **1 General**

1.1 This website is published by Sphere Accountants Limited (hereinafter 'Sphere' or 'we'). The following statements apply to this website.

1.2 This website is issued in the United Kingdom and is intended for the information and use of United Kingdom residents only.

### **2 Content**

2.1 This website is for information only. Unless otherwise stated it is not intended to offer advice and is not to be taken as, in any way, offering to sell any product or provide any service.

2.2 We retain the copyright for the pages of this website and the material and information contained in those pages, with all rights reserved by us.

2.3 The pages of this site may not, in whole or in part, be reproduced, copied stored, transmitted or used by any party, except for the purpose of downloading for private, non-commercial, viewing purposes or where we have given our prior written consent. You must not alter anything on this website and no material from this site may be used on any other website. No links may be created to this site without our prior written consent.

2.4 We may make changes to the information contained within this site at any time without updating this site to reflect those changes. We will not be liable for errors, omissions or for information becoming out of date. If you are in any doubt as to the accuracy and currency of any information contained within the pages of this site, or you require any further information, you should contact us.

### **3 Downloads**

3.1 Any software is downloaded at your own risk. We do not warrant the suitability of any software which is downloaded and accept no liability for any problems with your computer that may arise as a result.

### **4 Liability**

4.1 We will not be liable for any claims, penalties, losses, damages, costs or expenses arising from the use of or inability to use, interruption or availability of, this website, its operation or transmission, computer viruses or any unauthorised access to or alteration of the website. We do not warrant that the contents of this website are compatible with all computer systems and browsers.

### **5 Links**

5.1 This website may provide links to other websites from time to time. Linked sites are not under our control and the provision of a linked site is not evidence of any endorsement by us of the material held there. We do not accept responsibility in any way for the content of any linked site, or any link contained within a linked site, or for any material you may encounter when you leave this website (whether knowingly, or not).

## **6 Emails**

6.1 We do not guarantee that any email sent to us will be received or that the contents will remain private during transmission. If you are concerned about this please consider other means of communication. You are responsible for ensuring any electronic message or information you send to us is free from any virus or defect that may harm our systems in any way.

## **7 Personal Information**

7.1 Sphere takes the protection of your privacy very seriously. We will only use your personal information to deliver the services you have requested from us, and to meet our legal responsibilities.

7.2 How do we collect information from you?

We obtain information about you when you engage us to deliver our services and/or when you use our website, for example, when you contact us about our services.

7.3 What type of information do we collect from you?

The personal information we collect from you will vary depending on which services you engage us to deliver. The personal information we collect might include your name, address, telephone number, email address, your Unique Tax Reference (UTR) number, your National Insurance number, bank account details, your IP address, which pages you may have visited on our website and when you accessed them.

7.4 How is your information used?

In general terms, and depending on which services you engage us to deliver, as part of providing our agreed services we may use your information to:

- contact you by post, email or telephone
- verify your identity where this is required
- understand your needs and how they may be met
- maintain our records in accordance with applicable legal and regulatory obligations
- process financial transactions
- prevent and detect crime, fraud or corruption

We are required by legislation, other regulatory requirements and our insurers to retain your data where we have ceased to act for you. The period of retention required varies with the applicable legislation but is typically six years. To ensure compliance with all such requirements it is the policy of the firm to retain all data for a period of seven years from the end of the period concerned.

7.5 Who has access to your information?

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.
- Any staff with access to your information have a duty of confidentiality under the ethical standards that this firm is required to follow.

7.6 Third Party Service Providers working on our behalf

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example to process payroll or basic bookkeeping. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in

place that requires them to keep your information secure and not to use it for their own purposes.

7.7 Please be assured that we will not release your information to third parties unless you have requested that we do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

## **8 How you can access and update your information**

8.1 Keeping your information up to date and accurate is important to us. We commit to regularly review and correct where necessary, the information that we hold about you. If any of your information changes, please email or write to us, or call us using the 'Contact information' noted below.

8.2 You have the right to ask for a copy of the information that Sphere holds about you.

8.3 Security precautions in place to protect the loss, misuse or alteration of your information

8.4 Whilst we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

8.5 Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given, or where you have chosen, a password which enables you to access information, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

8.6 Your data will usually be processed in our offices in the UK. However, to allow us to operate efficient digital processes, we sometimes need to store information in servers located outside the UK, but within the European Economic Area (EEA). We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

## **9 Your choices**

9.1 We may occasionally contact you by post, email or telephone with details of any changes in legal and regulatory requirements or other developments that may be relevant to your affairs and, where applicable, how we may assist you further. If you do not wish to receive such information from us, please let us know by contacting us as indicated under 'Contact information' below.

9.2 Correcting your information: We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

9.3 Deletion of your information: You have the right to ask us to delete personal information about you where:

- you consider that we no longer require the information for the purposes for which it was obtained
- you have validly objected to our use of your personal information - see 'Objecting to how we may use your information' below
- our use of your personal information is contrary to law or our other legal obligations

9.4 Restricting how we may use your information: In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the

relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

9.5 to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue. You have the right at any time to require us to stop using your personal information for direct marketing purposes.

9.6 Withdrawing consent to use your information: Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

9.7 Please contact us in any of the ways set out in 'Contact information' below if you wish to exercise any of these rights.

## **10 Changes to our privacy notice**

10.1 We keep this privacy notice under regular review and will place any updates on Sphere's website. Paper copies of the privacy notice may also be obtained from our offices.

10.2 This privacy notice was last updated on 21 July 2022.

## **11 Contact information**

Post: Sphere Accountants Limited, 45 Marsh Way, Chapel-en-le-Frith, High Peak, SK23 9AD.

Email:

[hello@sphereaccountants.co.uk](mailto:hello@sphereaccountants.co.uk)

## **12 Complaints**

12.1 We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office at

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113

## **13 Cookies**

13.1 This website uses cookies. A cookie is a small text file stored in your computer containing text data. We use cookies for certain functions to improve the usability of the website. These cookies do not contain any personal information about you. However, enabling cookies in your web browser is necessary if you wish your selections to be remembered for future visits on the same computer. Most web browsers allow some control of most cookies through the browser settings. For more information about cookies and instructions on how to adjust your browser settings to restrict or disable cookies, see the IAB website at [www.allaboutcookies.org](http://www.allaboutcookies.org)

## **14 Analytics**

14.1 This website uses Google Analytics to help analyse how our visitors use the site. The tool uses cookies to store information, such as what time the current visit occurred, whether the visitor has been to the site before, and what site referred the visitor to the web page. A different cookie is used for each website, and visitors are not tracked across multiple sites. The information generated by the cookie about your use of the website

(including IP address) is transmitted to Google. This information may then be used to evaluate visitors' use of the website and to compile statistical reports on website activity for Sphere. To disable this type of cookie, some browsers will indicate when a cookie is being sent and allow you to decline cookies on a case-by-case basis. In addition to declining cookies, you can also install the Google Analytics Opt-out Add-on in your browser, which prevents Google Analytics from collecting information about your website visits.

14.2 We will never (and will not allow any third party to) use the statistical analytics tool to track or to collect any Personally Identifiable Information (PII) of visitors to our site. Google will not associate your IP address with any other data held by Google. Neither we nor Google will link, or seek to link, an IP address with the identity of a computer user. We will not associate any data gathered from this site with any Personally Identifiable Information from any source, unless you explicitly submit that information via a fill-in form on our website.

The terms of, and the use of, this website shall be governed by English law.