

Vu jà de Accountancy Limited Privacy Policy

Vu jà de Accountancy Limited, a company registered in England and Wales (company number: 13438566), with its registered office at Suite 12 & 13, Regents Business Park, 129 London Road, Nantwich, Cheshire, CW5 6LW. References to “we”, “us”, or “our” in this policy refer to Vu jà de Accountancy Limited.

Contact Us

If you have any questions about this privacy policy or how we handle your data, please contact us at:

info@vujadeaccountancy.co.uk

Suite 12 & 13, Regents Business Park, 129 London Road, Nantwich, Cheshire, CW5 6LW

1. About This Policy

This policy explains how we collect, use, share, and protect your personal data when you interact with us via our website or other channels. This includes data you provide voluntarily or that we collect automatically.

We keep our privacy practices under regular review and may update this notice from time to time. The latest version will always be published on our website.

2. What Personal Data We Collect

We may collect the following types of personal data when you interact with us:

- Identity Data – name, title, company
- Contact Data – email address, phone number, postal address
- Technical Data – IP address, browser type, device info (via cookies)
- Usage Data – information about how you use our website
- Marketing Preferences – your communication preferences and consents

We only collect what is necessary and relevant for the purpose.

3. Lawful Basis for Processing

Under the UK GDPR, we must have a lawful basis to process your personal data. The lawful bases we rely on include:

- Consent – when you give clear permission (e.g. for marketing emails)
- Contract – to provide or receive services or respond to enquiries
- Legal Obligation – to comply with applicable laws or regulations
- Legitimate Interests – for running and improving our business, ensuring security, or fraud prevention (balanced against your rights)

4. How We Use Your Information

We use your personal data to:

- Respond to your enquiries and provide our accountancy services
- Personalise and improve our website and communications
- Carry out surveys or promotions (with consent)
- Comply with our legal or regulatory obligations
- Prevent fraud and ensure IT security

- Market our services to you (unless you opt out)

We will not use your data for automated decision-making or profiling.

5. Sharing Your Information

We do not sell or rent your personal data. However, we may share it with:

- Trusted third-party service providers (e.g. IT, web hosting, email platforms)
 - Regulators or law enforcement when required by law
 - Successors in the event of a merger, business transfer, or restructuring
 - We require all third parties to respect the security of your data and comply with UK data protection law.
 - Referrals to other businesses upon your agreement
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6. International Transfers

We will not transfer your personal data outside the UK or EEA unless adequate safeguards are in place (such as Standard Contractual Clauses approved by the ICO or UK Government).

7. Cookies

We use cookies to improve user experience, analyse site usage, and support marketing efforts. For more details, including how to manage cookie settings, please refer to our [Cookie Policy].

8. Data Security

We implement appropriate technical and organisational measures to protect your personal data, including:

- Secure servers and firewalls
- Restricted internal access to your data
- Encryption where appropriate

However, no online transmission is completely secure. You use the website at your own risk and should ensure your own systems are protected.

9. Data Retention

We only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including to meet legal, accounting, or reporting requirements. This may vary depending on the nature of your interaction with us.

10. Your Rights

Under the UK GDPR, you have rights including:

- Access – to know what personal data we hold about you
- Correction – to have inaccurate data corrected
- Erasure – to request deletion of your data in some cases
- Restriction – to limit how we process your data
- Objection – to processing where we rely on legitimate interests or direct marketing
- Portability – to request your data be transferred

To exercise your rights, contact us at: info@vujadeaccountancy.co.uk

You also have the right to complain to the Information Commissioner's Office (ICO):

www.ico.org.uk

11. Email Communications

We may send you service-related or marketing emails. You can unsubscribe at any time using the link in the message or by contacting us. We may retain records of email communications for business and compliance purposes.

12. Portal Use

If you are provided with access to our secure client portal, you agree to use it responsibly and in accordance with our terms of engagement. The portal is intended for the secure exchange of documents and communication related to our professional services.

By using the portal, you acknowledge and agree that:

- Access credentials (such as usernames and passwords) must be kept confidential and not shared with others.
- You are responsible for all activity conducted under your account.
- Documents uploaded or downloaded via the portal may contain personal and financial information and should be handled securely on your end.
- We may log access and activity for audit, security, and support purposes.
- We will take reasonable steps to ensure the security and availability of the portal, but we cannot guarantee uninterrupted access or protection against all cyber threats.
- You must notify us immediately if you suspect unauthorised access or a breach of your portal account.

Use of the portal is subject to change or withdrawal at our discretion. Misuse of the portal may result in suspension or termination of access.

12. Third-Party Links

Our website may contain links to other sites. We are not responsible for their privacy practices. We encourage you to review the privacy policy of any site you visit.
