

FAQ

Please find below answers to basic questions that may have arisen after reading our privacy statement.

Why is Lochlyn Torey updating its privacy statement?

We now meet the high standards required by the General Data Protection Regulation (GDPR) and have updated our privacy statement accordingly. We also strive to simplify language and remove jargon, to make our privacy statement easier to read and understand.

What is the GDPR?

The GDPR is a regulation intended to strengthen and unify data protection for everyone within the European Union (EU). Customers can benefit from its mandates and will be implemented globally. The GDPR requires greater openness and transparency from companies on how they collect, store and use personal data, while also imposing tighter limits on the use of personal data. You can learn more at www.eugdpr.org

How often do you anticipate updating your privacy statement?

We will update our privacy statement as necessary to ensure that our policies are in line with international regulations, our product and business practices.

What information does Lochlyn Torey collect about me?

Lochlyn Torey collects your name, date of birth, national insurance number, phone number, email address, delivery address, payment information, IP address.

Why does Lochlyn Torey need my information?

Lochlyn Torey uses data to provide you with the services you appointed us for relating to your payroll services under the terms in your contract for the duration of your engagement with us. We use data to communicate with you, for example, informing you about new products or services available, and other types of correspondence relating to our industry.

How is my information used?

Lochlyn Torey uses your data for the following purposes:

- To perform the services, you have appointed us for
- Customer support
- Communication and marketing

Does Lochlyn Torey sell information to third parties?

No. We never have. And we never will.

How do I request Lochlyn Torey to delete my personal data?

You can always send us an email via info@lochlyntorey.co.uk or contact our Customer Care team and request that your data be deleted. Please note, however, that by deleting your personal data we will no longer be able to provide you with our services and your engagement with us will be terminated.

Does Lochlyn Torey provide my information to HMRC?

Lochlyn Torey shares data necessary to facilitate your services, for example, submitting your real time information to HMRC. This is with HMRC and with your permission.

Does Lochlyn Torey keep or share my credit card information?

No. It's only used to process your payment at the time of purchase and then deleted until the next time you make a payment.

How long does Lochlyn Torey keep my information?

Lochlyn Torey retains personal data for as long as necessary to provide and support your payroll and taxation affairs, or for other essential purposes such as complying with our legal obligations with HMRC and Companies House. Lochlyn Torey's actual retention period is 6 years for the purposes of HMRC and Companies House. For example, we will keep all records pertaining to your accountancy and taxation affairs, but delete your personal data.

How is information stored and secured on Lochlyn Torey servers?

Lochlyn Torey is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access, use or disclosure. For example, we store the personal data you provide on computer systems that have limited access and are in controlled facilities. Any data we transmit over the internet is protected using encryption.

Is Lochlyn Torey using cookies or pixels to gather information?

We use cookies and other similar technologies like pixels, tags and web beacons when you visit our website. By visiting our website, you agree to the use of cookies and similar technologies for the purposes described in our privacy statement. This helps us to provide you with the best experience and allows certain parts of our website to function properly. You can always adjust your browser or device settings to not accept cookies and similar technologies if this concerns you.

Does Lochlyn Torey use interest-based advertising?

Yes. We use third-party advertisers that utilise cookies and similar technologies to provide more relevant advertising across the internet. To provide interest-based advertising, advertisers combine non-personal data obtained about your online activities over time, to customise the advertising delivered to you. We do not share your personal information to do this.

How can I contact Lochlyn Torey if I have questions regarding Lochlyn Torey's privacy statement?

If you have any questions about the use of your personal information, please send us an email info@lochlyntorey.co.uk