



24 YNYS TERRACE  
RHYDYFELIN  
PONTYPRIDD  
SOUTH WALES  
CF37 5NY



07881276018

[www.swvirtualassistants.co.uk](http://www.swvirtualassistants.co.uk)

[sian@swvirtualassistants.co.uk](mailto:sian@swvirtualassistants.co.uk)

## PRIVACY POLICY

As your virtual assistant we will be required to have access to your information and your clients information. Your trust is important us and we value your right to privacy.

This policy outlines how and where we, collect store and use your data. If you require any further information please contact directly at [sian@swvirtualassistants.co.uk](mailto:sian@swvirtualassistants.co.uk). Or by post to SWVA 24 Ynys Terrace, Rhydyfelin, Pontypridd CF37 5NY

## TYPES OF DATA SWVA COLLECT

By engaging with SWVA the following data will be collected from you.

- Name.
- Company Name and Address.
- Contact information, phone, mobile, email.
- Financial details for the purpose of invoicing and payment.
- Passwords that are relevant to the service that you are asking to be provided.
- Details of the work we have been asked to carry out for the client.

Due to the nature of the business and the services we provide we may have access to data that you hold of your clients. this data will be treated with the same level

## WHAT SWVA DOES WITH THE DATA THAT WE HOLD

The data that we collect is to help provide you with a better experience so that we can ensure that our services are personal to your needs.

- Internal auditing process
- Improving services.
- Payment processing.
- Information of services that you may find help improve the way you operate. This contact may be made in the following ways, post, email, phone, SMS.

The lawful basis in which we collect and process your data.

- If you are a customer - the consent of our services and legitimate interest.
- If you have enquired about our services - either consent or legitimate interest will apply.



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## THE LENGTH OF TIME YOUR DATA IS HELD

SWVA will keep your information for as long as we are providing you a services or are likely to provide you a service due to an enquiry that you made.

If your data is collected due to an enquiry of our services . We will retain this information until your request that you no longer wish to recieve communication or request that it is removed.

If you no longer continue to work with us, your sensitive data will be deleted, this will include passwords. We will however retain company information about work we have completed for you for insurance purposes and contact details that may be needed for the accounts required by HMRC.

Data will be stored for a maximum of 7 years after the end of the financial year of our last interaction.

## WHO HAS ACCESS TO YOUR DATA?

SWVA work with several carefully selected service providers that carry out functions on behalf of SWVA to provide us or yourselves with service. Due to the nature of these services they may access and store prsoanl information on our behalf.

We use the following providers:

- Microsoft
- Google
- Dubsado
- Wix
- DropBox
- Apple
- Mailchimp

NB: This list is updated on a quarerly basis, plesae return for irregular updates.

Any provider of services outside of the EU or GDPR accepted countries are within the USA Privacy Shield or have a GDPR compliant agreement with us.



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## HOW SWVA PROTECT YOUR PERSONAL DATA.

Because your data is of the utmost importance to us, below are some of the measures that are in place.

- Any online systems will use a 2 factor authentication where possible.
- All passwords used by SWVA are passphrases.
- Cloud based storage providers will have encryption.
- Computer system storage, storing your data has been encrypted.
- Employees only have access to the data they need to carry out the services you request.
- Physical access is restricted to authorised individuals only.