# Privacy Policy

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

This policy outlines how and where we, collect, store, and use your data. If you require and 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.
* Password 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 client, this data will be treated with the same level of respect and privacy that your data will be treated.

# 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 processes.
* 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 this data

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

# The length of time your data is held

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

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

If you no longer continue to work with us, your sensitive data will be deleted, this includes passwords. We will however retain company information about work we have competed 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 personal data?

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

We use the following providers:

* Microsoft.
* Google.
* Dubsado
* Wix
* DropBox
* Apple
* Mailchimp

*NB: This list is updated on a quarterly basis, please return regularly for updates*

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

# How SWVA protect your personal data.

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

* Any online systems will use a 2 factors 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.