

Data Protection & GDPR

1. Purpose

This policy outlines how **CIDB Solutions Ltd** (“we”, “us”, “our”) collects, processes, stores, and protects personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. Our objective is to ensure that all personal and financial information handled by the firm is processed lawfully, transparently, and securely.

2. Scope

This policy applies to all employees, contractors, and associates of CIDB Solutions who access or process personal data belonging to clients, suppliers, or any other third parties. It also applies to all systems and storage platforms, including our **in-house CRM** and **secure Linux-based servers**.

3. Principles of Data Protection

CIDB Solutions adheres to the seven core principles of the UK GDPR:

1. **Lawfulness, fairness, and transparency** – personal data is processed fairly and openly.
2. **Purpose limitation** – data is collected only for specified, legitimate purposes.
3. **Data minimisation** – only data necessary for the intended purpose is processed.
4. **Accuracy** – data is kept accurate and up to date.
5. **Storage limitation** – data is retained only for as long as necessary.
6. **Integrity and confidentiality** – data is protected against unauthorised access or loss.
7. **Accountability** – CIDB Solutions can demonstrate compliance with all principles.

4. Data We Collect

We collect and process the following categories of personal data:

- Identity data (name, date of birth, national insurance number, UTR, company number).
- Contact details (address, email, phone).
- Financial information (bank details, tax returns, invoices, accounting records).
- Employment and payroll data for PAYE clients.
- Technical information such as IP address or login activity on our CRM.

All data is collected for legitimate accounting, taxation, and compliance purposes only.

5. Legal Basis for Processing

CIDB Solutions processes personal data under one or more of the following legal bases:

- **Contractual necessity** – to deliver accounting and taxation services.
- **Legal obligation** – to comply with HMRC and Companies House requirements.

- **Legitimate interest** – to manage and improve client relationships.
- **Consent** – where required for communication, marketing, or additional services.

6. Data Security

We maintain strict technical and organisational controls to protect client data:

- All systems run on **secure Linux servers** with multi-layer encryption.
- CRM data is stored on **our own encrypted server**, with restricted access rights.
- Multi-factor authentication is required for all staff logins.
- Backups are performed regularly and stored securely.
- Portable devices are encrypted and password-protected.

Any suspected data breach will be investigated immediately and reported to the **Information Commissioner's Office (ICO)** within **72 hours**, if required.

7. Data Retention

Client data is retained for **a minimum of six (6) years** after the end of the accounting period, or longer if required by law or for ongoing contractual obligations. When retention periods expire, data is **securely deleted or anonymised** using certified destruction methods.

8. Data Sharing & Transfers

We do not sell or rent personal data. Data may only be shared when:

- Required by law or HMRC.
- Necessary for professional service delivery (e.g., payroll or filing systems).
- With trusted third-party providers who meet GDPR compliance standards.
All transfers outside the UK are subject to appropriate safeguards.

9. Data Subject Rights

Individuals have the following rights under the UK GDPR:

- To access, rectify, or erase their personal data.
- To restrict or object to processing.
- To data portability.
- To lodge a complaint with the ICO.
All requests are handled promptly by our Data Protection Officer.

10. Data Protection Officer (DPO)

Data Protection Officer: Ioana-Cristina Cozma

Email: office@cidbsolutions.co.uk

Address: 25 Courtlands Close, Watford, England, WD24 5GR

11. Policy Review

This policy is reviewed annually or sooner if regulatory changes occur. Updates are communicated to all employees and published on our internal compliance portal.

12. Approval

This policy has been adopted by the Board of Directors of CIDB SOLUTIONS LTD.

Date: 15/09/2025

Signed: Director/MLRO: Cozma Ioana Cristina _

Cozma Ioana Cristina

Date: 15/09/2025

Signed: Director: Dan Butnarescu

Dan Butnarescu