Privacy policy

Last Updated: 18th of September 2026

Welcome to Pro Tax Plus Accountants Lewisham, operated by PRO TAX PLUS LEWISHAM LTD ("we," "our," or "us"). This Privacy Policy outlines how we collect, use, disclose, and manage personal information obtained from our customers and users of our website and services.

Business name: Pro Tax Plus Accountants Lewisham
Legal company name: PRO TAX PLUS LEWISHAM LTD
Company number: 15509149
Registered office: 132 Lewisham High Street, London, England, SE13 6EE
Email: info@protaxaccountantslewisham.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Contact information (e.g., name, email address, phone number).
- Demographic information (e.g., age, gender, location).
- Account credentials (e.g., usernames, passwords).
- Payment information (e.g., payment and transaction details).
- Usage data (e.g., website activity, interactions with our services).
- Proof of ID.
- CV.
- Proof of qualifications and experience.
- Any other information that you provide to us when using our website or services.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide accounting, tax, bookkeeping and related services.
- To provide business and financial support.
- To prepare accounts, tax returns and other financial documents.
- To provide and improve our products and services.
- To process transactions and fulfil orders.
- To communicate with customers about products, services, appointments and promotions.
- To personalise user experiences.
- To analyse and improve our website and services.
- To comply with legal and regulatory obligations.
- To carry out identification and verification checks where required.

- To maintain appropriate customer and business records.
- To respond to enquiries and provide customer support.

We use the information that you have given us in order to complete the related documents, information and services depending on the product or service purchased.

We may share this information with our admin team and authorised people only, where this is necessary to provide our services or comply with our legal obligations.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting [info@protaxaccountantslewisham.co.uk]

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep all types of personal information for the time we need it and for as long as required by applicable legal, accounting, tax and regulatory requirements. We will then dispose of your information by securely deleting it from the related virtual workspaces, systems and other storage locations where appropriate.

We take reasonable steps to protect your personal information from unauthorised access, loss, misuse, alteration or disclosure.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not generally required to pay any charge for exercising your rights. If you make a request, we will normally respond within one month, subject to applicable data protection law.

Please contact us at info@protaxaccountantslewisham.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@protaxaccountantslewisham.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: Information Commissioner's Office

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The date of the latest revision will be indicated at the top.