

Privacy Notice

This Privacy Notice tells you what to expect when EQ Accountants collects personal information. It applies to information we collect about:

- Visitors to our website;
- People who email us

If you have any questions or requests regarding personal information please use the following contact details.

Telephone	+44 (0)1382 312100
Email	dundee@eqaccountants.co.uk
Address	EQ Accountants LLP 14 City Quay, Dundee

Visitors to our website

Analytics

When someone visits our website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website.

‘Contact Us’ form

When someone completes our ‘contact us’ form we ask for a name and email address, this allows us to reply to enquiries in a helpful and timely manner. We will not share this information with any third party. These enquiries are stored in a database to ensure they are not lost in transit, they are deleted from the database once they have been dealt with. If any contact is converted to a client account, the client will be made aware of how your data is held within our terms of business.

This information is securely transmitted and stored. We store this information in a data centre in The United Kingdom provided by iomart Group plc.

‘Bulletin’ subscription form

When a visitor completes our ‘bulletin’ subscription form we ask for a name, email address and postal address, this allows us to send bulletins in the manner

requested by the visitor. This data is stored in a database on EQ Accountants premises. Visitors can withdraw consent for these bulletins by contacting us using the details above. We will not share this information with any third party.

Cookies

Cookies are small text files that are placed on a visitors computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The table below explains the cookies we use and why.

Cookie name	Purpose
_ga, _gat, _gid	These cookie are set and used by Google Analytics (as described above).
SID, SAPISID, APISID, SSID, HSID, NID, PREF	Google set a number of cookies on any page that includes a Google Map.
wfvt_, wordfence_verifiedHuman	Our website uses "Wordfence", a security plugin. These cookies help it distinguish between malicious visitors to the website and genuine people.
_cfduid	Our website uses "Cloudflare", a performance and security system. This cookie helps it determine trusted visitors to the website.
PHPSESSID	Users of the application management system may see this cookie, it is used to allow a user to log in and stay logged in for a period of time. It is essential for the function of the application management system.

Cookies can be disabled using the "Cookie Control" tool in the bottom-left of the website. Web browsers also offer control over cookies through the browser settings, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Lead Forensics

We use a system called Lead forensics on our website, this system gives us some information on the businesses that visit our website. This can include email addresses of people involved with these businesses.

You can find out more information about how Lead Forensics gathers and uses these email address at the following links:

<https://www.leadforensics.com/privacy-and-cookies/>

<https://blog.leadforensics.com/how-lead-forensics-complies-with-gdpr>

People who email us

We use Microsoft Exchange Online as our email provider, if you choose to send us an email the details you include will be held securely by Microsoft. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.