

# Privacy Policy

15 February 2026

## RMA Business Support customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
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## What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients:**

- Names and contact details
- Addresses
- Occupation
- Third party information (such as family members or other relevant parties)
- Payment details (including card or bank information for transfers and direct debits)
- Financial data (including income and expenditure)
- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Usage data (including information about how you interact with and use our website, products and services)
- Employment details (including salary, sick pay and length of service)
- Credit history and credit reference information

- Health information (such as medical records or health conditions)
- Criminal records data (including driving or other convictions)
- Information relating to compliments or complaints
- Video recordings
- Audio recordings (e.g. calls)
- Records of meetings and decisions
- Account access information
- Website user information

We also collect or use the following special category information to **provide and improve products and services for clients**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses
- Purchase or service history
- Account information, including registration details
- Information used for security purposes
- Technical data, including information about browsers and operating systems

We also collect or use the following special category information for the **operation of client or customer accounts**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information for **information updates or marketing purposes**:

- Names and contact details
- Addresses

We also collect or use the following special category information for **information updates or marketing purposes**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Client account information
- Health and safety information
- Any other personal information required to comply with legal obligations
- Safeguarding information
- Criminal offence data

We also collect or use the following special category information to **comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information to **protect client welfare**:

- Names and contact information
- Client account information
- Health and wellbeing information
- Emergency contact details

We also collect or use the following special category information to **protect client welfare**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Addresses
- Payment details
- Account information
- Purchase or service history
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We also collect or use the following special category information for **dealing with queries, complaints or claims**. This information is subject to additional protection due to its sensitive nature:

- Health information

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **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. [Read more about the right to data portability.](#)

- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - RMA Business Support processes personal data under legitimate interest in order to provide bookkeeping, administrative and Health & Safety support services to clients. Personal information is collected and used strictly for the purpose of delivering agreed services, maintaining accurate business records, communicating with clients, complying with legal obligations and improving

service efficiency. Data processing is limited to what is necessary, handled securely and not used for unrelated purposes.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - RMA Business Support processes personal data under legitimate interest for the operation and management of client accounts. This includes maintaining accurate records, managing service

agreements, issuing invoices, processing payments, communicating with clients and fulfilling contractual obligations. Personal information is used only where necessary to administer and support ongoing business relationships.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- RMA Business Support processes personal data under legitimate interest to provide relevant service updates and business communications to existing clients and individuals who have made enquiries about our services. Communications are limited to information about our services, updates or relevant business information. Individuals are provided with the opportunity to opt out of marketing communications at any time. Personal data is not shared with third parties for marketing purposes.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information to **comply with legal requirements:**

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - RMA Business Support collects and processes personal information as necessary to comply with applicable laws, regulations, and legal obligations, including but not limited to tax reporting, employment law compliance, data protection regulations, and record-keeping requirements. This ensures that our organization meets its legal responsibilities and protects both the organization and individuals from legal risks.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information to **protect client welfare** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - RMA Business Support collects and processes personal information, including health & safety, wellbeing data, contact information and other relevant personal details, as necessary to protect the welfare of our clients. This information is used to identify risks, provide appropriate care or support, ensure safety, respond to emergencies, and meet our duty of care obligations. Processing this data allows us to safeguard clients’ wellbeing while fulfilling our professional and legal responsibilities.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - RMA Business Support collects and processes personal information, including your name, contact details, account or transaction information, and details of your query, complaint, or claim, as necessary to respond effectively. This information is used to investigate and resolve issues, provide updates, manage records, and ensure fair treatment. Processing this data allows us to address concerns efficiently while protecting the rights and interests of both clients and our organisation.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

## Where we get personal information from

- Directly from you
- Regulatory authorities
- Legal bodies or professionals (such as courts or solicitors)
- Previous employment
- Credit reference agencies
- Providers of marketing lists and other personal information
- Suppliers and service providers
- Third parties:
  - Business partners Professional advisors Government authorities or regulator Financial institutions; Insurance companies; Previous employers; Credit reference agencies or fraud prevention agencies; Healthcare providers or social services

## How long we keep information

<b>Data Type / Record</b>	<b>Standard Retention Period</b>	<b>Rationale</b>
Financial records (invoices, tax documents)	6–7 years	Legal and tax compliance
Employee records	6 years after employment ends	Employment law and claims
Client/contact records	3–7 years after last interaction	Business needs and statute of limitations
Complaints, queries, claims	3–6 years after resolution	Legal, regulatory, and defense of claims
Health or welfare data	Varies by jurisdiction (often 7 years or more)	Duty of care, regulatory obligations
Marketing or consent data	Until consent is withdrawn or 3 years	GDPR/PECR compliance

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

## Who we share information with

### Data processors

#### **Customer relationship management (CRM) platform**

This data processor does the following activities for us: Store and manage client contact information to handle queries and complaints

#### **Cloud storage**

This data processor does the following activities for us: Secure storage of client files and records

#### **Legal or compliance service provider**

To provide legal advice, manage disputes, ensure regulatory compliance, and support audits or investigations

### Others we share personal information with

- Debt collection agencies
- Other financial or fraud investigation authorities
- Insurance companies, brokers or other intermediaries
- Professional or legal advisors
- Insolvency practitioners
- Regulatory authorities
- External auditors
- Organisations we're legally obliged to share personal information with
- Suppliers and service providers
- Professional consultants
- Third parties:

- Regulatory authorities and government bodies, Law enforcement agencies, Courts and tribunals, Insurers, Professional advisors, Banks and financial institutions, Successors or potential buyers

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details on our website.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

### Last updated