

Privacy & GDPR Policy

Last updated: [31 August 2025]

1. Who We Are

My Outsourced Assistant Ltd (“we”, “our”, “us”) provides outsourced business support services.

Registered in England and Wales.

Email: admin@myoutsourcedassistant.co.uk

We are the “data controller” of your personal information.

2. What Data We Collect

We may collect and process:

- Identity data (name, business name, job title)
- Contact data (email, phone, address)
- Financial data (invoices, bank details if required for service delivery)
- Usage data (website analytics, cookies, IP address, browser type)
- Communication data (emails, forms, social media messages)

3. How We Use Your Data

We use your data to:

- Provide services you request
- Manage billing, payments, and accounts
- Communicate with you about enquiries or contracts
- Improve our services and website
- Comply with legal obligations

4. Lawful Basis for Processing

We process data under:

- **Contract** – to provide services you’ve purchased
- **Legal obligation** – to meet accounting/tax requirements
- **Legitimate interest** – to grow our business, improve services, and respond to enquiries
- **Consent** – for marketing communications (you can withdraw at any time)

5. How Long We Keep Data

We retain client data for as long as you are a client and for 6 years afterwards for tax and legal purposes, unless a longer retention is required. Marketing contact data is kept until you unsubscribe.

6. Sharing Your Data

We only share personal data with trusted third parties where necessary, such as:

- IT, hosting, and email providers (Google Workspace, Canva, Postoplan, etc.)
- Accounting software providers (Xero, QuickBooks, etc.)
- Payment processors (Stripe, PayPal, banks)
- Professional advisers (accountants, legal)

All third parties are required to respect your data and comply with data protection laws.

7. International Transfers

Some providers may process data outside the UK/EEA (e.g. Google, Stripe). We ensure transfers are protected by adequacy decisions or standard contractual clauses.

8. Your Rights

Under UK GDPR you have the right to:

- Access your personal data
- Request correction of inaccuracies
- Request deletion of your data
- Restrict or object to processing
- Request transfer of your data
- Withdraw consent at any time

To exercise your rights, email us at admin@myoutsourcedassistant.co.uk.

9. Cookies

Our website may use cookies and analytics to improve your experience. You can disable cookies in your browser.

10. Complaints

If you have concerns, please contact us first. You also have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk