

POVEY LITTLE LIMITED

COMPLETE PAYROLL SERVICES LIMITED

STANDARD TERMS OF BUSINESS

The following terms of business apply to all engagements by Povey Little Limited or by Complete Payroll Services Limited except where variations are expressly agreed in writing.

1. APPLICABLE LAW

- 1.1. Our standard terms and conditions of business are governed by, and should be construed in accordance with English law. Each party agrees that the courts of England will have exclusive jurisdiction in relation to any claim, dispute or difference concerning these terms of business and any matter arising from them on any basis. Each party irrevocably waives any right to object to any action being brought in those courts, to claim that the action has been brought in an inappropriate forum, or to claim that those courts do not have jurisdiction.
- 1.2. We will not accept responsibility if you act on advice previously given by us without first confirming with us that the advice is still valid in light of any change in the law or in your circumstances. We will accept no liability for losses arising from changes in the law, or the interpretation thereof, which may occur after the date on which that advice is given.

2. CLIENT IDENTIFICATION

- 2.1. We are required to identify our clients for the purposes of the UK anti-money laundering legislation. We may request from you, and retain, such information and documentation as we require for these purposes and, or alternatively, make searches of appropriate databases. If we are not able to obtain satisfactory evidence of your identity, we will not be able to proceed with the engagement.

3. CLIENT MONEY

- 3.1. We may, from time to time, hold money on your behalf. The money will be held in trust in a client bank account, which is segregated from the firm's funds. The account will be operated, and all funds dealt with, in accordance with ICAEW's Clients' Money Regulations.
- 3.2. To avoid excessive administration; (a) interest will only be paid to you if the amount earned on the balances held on your behalf in any calendar year exceeds £100.00. If the total sum of money held on your behalf is enough to give rise to a significant amount of interest or is likely to do so, we will put the money in a designated interest-bearing client bank account and pay the interest to you. Subject to any tax legislation, interest will be paid gross. (b) Sums received which are not specifically requested rebates will be held by us to offset against future fees.
- 3.3. We will return monies over which you have ownership and which we hold on your behalf promptly, after deducting any outstanding fees that you may owe to us, as soon as there is no longer any reason to retain those funds. If any unclaimed or wrongfully received funds remain in our client account for five years we may pay those monies to a registered charity.
- 3.4. We are required under ICAEW's Client Money Regulations to appoint an alternate to administer the client bank account in the event of the death or incapacity of the principal. The alternate currently appointed by this firm is N Povey.

4. COMMISSIONS OR OTHER BENEFITS

- 4.1. In some circumstances we may receive commissions or other benefits for introductions to other professionals or in respect of transactions which we arrange for you. If this happens, we will notify you in writing of the amount and terms of payment and receipt of any such commissions or benefits. You agree that we can retain the commission or other benefits without being liable to account to you for any such amounts

5. CONFIDENTIALITY

- 5.1. Unless we are authorised by you to disclose information on your behalf, we confirm that if you give us confidential information we will, at all times during and after this engagement, keep it confidential, except as required by law or as provided for in regulatory, ethical or other professional pronouncements applicable to us or our engagement.
- 5.2. You agree that, if we act for other clients who are or who become your competitors, to comply with our duty of confidentiality it will be sufficient for us to take such steps as we think appropriate to preserve the confidentiality of information given to us by you, both during and after this engagement. These may include taking the same or similar steps as we take in respect of the confidentiality of our own information.
- 5.3. In addition, if we act for other clients whose interests are or may be adverse to yours, we will manage the conflict by implementing additional safeguards to preserve confidentiality. Safeguards may include measures such as separate teams, physical separation of teams, and separate arrangements for storage of, and access to, information.
- 5.4. You agree that the effective implementation of such steps or safeguards as described above will provide adequate measures to avoid any real risk of confidentiality being impaired.
- 5.5. We may, on occasions, subcontract work on your affairs to other tax or accounting professionals. The subcontractors will be bound by our client confidentiality terms.
- 5.6. Where we use external or cloud based systems, we will ensure confidentiality of your information is maintained.
- 5.7. We reserve the right, for the purpose of promotional activity, training or for other business purposes, to mention that you are a client. As stated above, we will not disclose any confidential information.

6. CONFLICTS OF INTEREST

- 6.1. We will inform you if we become aware of any conflict of interest in our relationship with you or in our relationship with you and another client, unless we are unable to do so because of our confidentiality obligations. We have safeguards that can be implemented to protect the interests of different clients if a conflict arises. If conflicts are identified which cannot be managed in a way that protects your interests, we regret that we will be unable to provide further services.
- 6.2. If there is a conflict of interest that is capable of being addressed successfully by the adoption of suitable safeguards to protect your interests, we will adopt those safeguards. In resolving the conflict, we would be guided by ICAEW's Code of Ethics, which can be viewed at [icaew.com/en/membership/regulations-standards-and-guidance/ethics](https://www.icaew.com/en/membership/regulations-standards-and-guidance/ethics). During and after our engagement, you agree that we reserve the right to act for other clients whose interests are or may compete with or be adverse to yours, subject, of course, to our obligations of confidentiality and the safeguards set out in the paragraph on confidentiality above.

7. DATA PROTECTION

We are committed to ensuring the protection of the privacy and security of any personal data which we process. The terms of our General Data Privacy Policy are published separately on our web site but this document does state the details of the personal data we may obtain and hold on behalf of any personal client (Data Subject).

7.1 In this clause:

'client personal data' means any personal data about you that we hold, or hold on your behalf, for the purpose of providing our services to you;

'data protection legislation' means all applicable privacy and data protection legislation and regulations including PECR, the GDPR and any applicable national laws, regulations and secondary legislation in the UK relating to the processing of personal data and the privacy of electronic communications, as amended, replaced or updated from time to time;

'controller', 'data subject', 'personal data', 'personal data breach', 'processor', 'process' and 'supervisory authority' shall have the meanings given to them in the data protection legislation;

'GDPR' means the General Data Protection Regulation ((EU) 2016/679); and

'PECR' means the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003).

7.2 We shall both comply with all applicable requirements of the data protection legislation. This clause is in addition to, and does not relieve, remove or replace, any of our obligations under the data protection legislation.

7.3 We both acknowledge that for the purposes of the data protection legislation that;

- (i) We are a data controller in relation to the personal data provided to us by you or on your behalf;
- (ii) You are also a data controller; and
- (iii) We and you are not joint controllers in respect of such personal data; and
- (iv) We are also data processors acting on your behalf.

7.4 In respect of client personal data, unless otherwise required by applicable laws or other regulatory requirements, we shall:

- a. process the client personal data only in accordance with your lawful written instructions, in order to provide you with the services pursuant to our agreement with you and in accordance with applicable data protection legislation;
- b. transfer the client personal data to members of our firm's network, our regulatory bodies or other third parties (for example, our professional advisors or service providers) as and to the extent necessary in order to provide you with the services pursuant to our agreement with you in relation to those services;
- c. disclose the client personal data to courts, government agencies and other third parties as and to the extent required by law;

- d. maintain written records of our processing activities performed on your behalf which shall include: (i) the categories of processing activities performed; (ii) details of any cross border data transfers outside of the European Economic Area (EEA); and (iii) a general description of security measures implemented in respect of the client personal data;
- e. maintain commercially reasonable and appropriate security measures, including administrative, physical and technical safeguards, to protect against unauthorised or unlawful processing of any client personal data and against accidental loss or destruction of, or damage to, such client personal data;
- f. return or delete all the client personal data upon your request upon the termination of the agreement with you pursuant to which we agreed to provide the services but always subject to a general right of retention as required by our legal and professional responsibilities and as referred to elsewhere in this document;
- g. ensure that only those personnel who need to have access to the client personal data are granted access to it and that all of the personnel authorised to process the client personal data are bound by a duty of confidentiality;
- h. notify you if we appoint a sub-processor (but only if you have given us your prior written consent, such consent not to be reasonably withheld or delayed) and ensure any agreement entered into with the relevant sub-processor includes similar terms as the terms set out in this clause;
- i. where we transfer the client personal data to a country or territory outside the EEA to do so in accordance with data protection legislation;
- j. notify you promptly if:
 - i. we receive a request, complaint or any adverse correspondence from or on behalf of a relevant data subject, to exercise their data subject rights under the data protection legislation or in respect of the client personal data; or
 - ii. we are served with an information or assessment notice, or receive any other material communication in respect of our processing of the client personal data from a supervisory body (for example, the Information Commissioner's Officer);
- k. notify you, without undue delay, in the event that we reasonably believe that there has been a personal data breach in respect of the client personal data;
- l. at your cost and upon receipt of your prior written notice, allow you, on an annual basis, or in the event that we notify you of personal data breach in respect of the client personal data, reasonable access to the relevant records, files, computer or other communication systems, for the purposes of reviewing our compliance with the data protection laws.

7.5 Without prejudice to the generality of clause 7.2, you will ensure that you have all necessary appropriate consents and notices in place to enable the lawful transfer of the client personal data to us.

8. DISENGAGEMENT

8.1. If we have no contact with you for an extended period we may issue to your last known address a letter notifying you that we are ceasing to act for you with immediate effect. For a corporate client we reserve the right to change the registered office address of the company, if that address is 12 Hatherley Road, to the residential address of the first named director of the company as listed at Companies House.

9. ELECTRONIC AND OTHER COMMUNICATION

- 9.1. Unless you instruct us otherwise, we may, if appropriate, communicate with you and with third parties by email or other electronic means. The recipient is responsible for virus checking emails and any attachments.
- 9.2. With electronic communication, there is a risk of non-receipt, delayed receipt, inadvertent misdirection or interception by third parties. We use virus-scanning software to reduce the risk of viruses and similar damaging items being transmitted in emails or by electronic storage devices. Nevertheless, electronic communication is not totally secure and we cannot be held responsible for damage or loss caused by viruses or for communications which are corrupted or altered after despatch. Nor can we accept any liability for problems or accidental errors relating to this means of communication, especially in relation to commercially sensitive material. These are risks you must bear in return for greater efficiency and lower costs. If you do not wish to accept these risks, please let us know and we will communicate by paper mail, other than when electronic submission is mandatory.
- 9.3. Any communication by us with you sent through the postal system is deemed to arrive at your postal address two working days after the day the document was sent.

10. FEES AND PAYMENT TERMS

- 10.1. Our fees may depend, not only upon the time spent on your affairs, but also on the level of skill and responsibility and the importance and value of the advice we provide, as well as the level of risk.
- 10.2. We will agree a fixed annual fee with you for the services you require. That fee will alter if the range of services you require changes and will also be subject to annual review based on the factors detailed at 10.1 and may include an increase to represent our increased costs of working.
- 10.3. If requested, we may indicate a fixed fee for the provision of specific services or an indicative range of fees for a particular assignment. It is not our practice to identify fixed fees for more than a year ahead as such fee quotes need to be reviewed in the light of events. If it becomes apparent to us, due to unforeseen circumstances, that a fee quote is inadequate, we reserve the right to notify you of a revised figure or range and to seek your agreement thereto.
- 10.4. In some cases, you may be entitled to assistance with your professional fees, particularly in relation to any investigation into your tax affairs by HMRC. Assistance may be provided through insurance policies you hold or via membership of a professional or trade body. Other than where such insurance was arranged through us, you will need to advise us of any such insurance cover you have. You will remain liable for our fees regardless of whether all or part are liable to be paid by your insurers.
- 10.5. Our invoices will be due for payment within 30 days of issue. Our fees are exclusive of VAT which will be added where it is chargeable. Any disbursements we incur on your behalf, and expenses incurred in the course of carrying out our work for you, will be added to our invoices where appropriate.
- 10.6. Unless otherwise agreed to the contrary, our fees do not include the costs of any third party, counsel or other professional fees. If these costs are incurred to fulfil our engagement, such necessary additional charges may be payable by you.
- 10.7. We reserve the right to charge interest on late paid invoices at the rate of 8% above bank base rates under the Late Payment of Commercial Debts (Interest) Act 1998. We also

reserve the right to suspend our services or to cease to act for you, having given written notice, if payment of any fees is unduly delayed. We intend to exercise these rights only if it is fair and reasonable to do so.

- 10.8. If you do not accept that an invoiced fee is fair and reasonable, you must notify us within 21 days of receipt, failing which, you will be deemed to have accepted that payment is due.
- 10.9. If a client company, trust or other entity is unable or unwilling to settle our fees, we reserve the right to seek payment from the individual (or parent company) giving us instructions on behalf of the client, and we shall be entitled to enforce any sums due against the group company or individual nominated to act for you.
- 10.10. Our fees do not cover the cost of dealing with any HMRC or other enquiry into any return or accounts that we may have prepared for you. We will discuss the appropriate fee with you at the time an enquiry is opened and before commencing any work in respect of that matter.

11. GDPR ARTICLE 28(3) INFORMATION

This clause provides certain details of the Processing of Client Personal Data as required by Article 28(3) GDPR:

Data Subjects

You, our client
Your family members
Your employees
Your subcontractors

Processing Purpose

The preparation of accounts, tax returns, payroll and subcontractor deductions and related returns to assist you in your legal and statutory obligations and to be able to provide you with strategic business and personal advice.

Lawful Basis for processing

Contractual appointment as accountants and, or alternatively, payroll agents

Period of data processing

Until the termination of our agreement for the provision of services

Sources of Personal Data

From a data subject including yourself
From H M Revenue and Customs
From databases holding information in the Public Domain

Types of Data Held

We hold personal data only. We do not hold sensitive data.

Details of the personal data we may hold about each Data Subject:

Person

Name
Address
E-mail address

Date of birth
Gender
Marital status
National Insurance Number
National Insurance Category
Unique Tax Reference Number
Bank Account Details
Employee Number
PAYE Code Number
Vat Number

Employment

Date of joining as an employee
Date of leaving as an employee
Pay history
Dates and times worked
Record of absence
Sickness details
Time sheet or similar data

Pay

Gross salary and wage amounts
Subcontractor payments due
SSP
SMP
SPP
Loans
Pension deductions and payments
Attachments to earnings
Expense claims
Benefits received
Previous and other employments

Construction Industry Scheme

Subcontract payments
CIS verification data
CIS tax deduction rates

Pension

Details of pension schemes
Details of scheme membership
Rates of deduction from earnings

Accounts and Personal Taxation

Annual Summaries of income and expenses and related tax liabilities
Details of Capital allowances and other claims made and applicable exemptions

VAT

VAT Registration Details
Data relating to preparation and submission of VAT Returns

Regulatory Information

Details of appointments as company officer

Details of companies in which you have a significant controlling interest
Details of your shareholdings

Data Storage Locations

Processing - Southern England
Encrypted Backup - Northern Europe

Data Security Arrangements

Physical restriction and control of access to computers holding data
Full Layered Password Protection of Data
Wired Network Access Only
Full Network Access Security via operation of Network Domain
External Data Security Audits
Secure Operational Disaster Recovery Site
Confidential secure destruction of any physically held data

Data Processing Locations

Single Location – Southern England

Transfer of data

No Data will be transferred outside of the EEA

Data Retention

Our data retention period is six years

12. HELP US TO GIVE YOU THE BEST SERVICE

- 12.1. We are committed to providing you with a high quality service that is both efficient and effective. If, at any point you would like to discuss with us how our service to you could be improved, or if you are dissatisfied with the service you are receiving, please let us know by contacting Alan Povey.
- 12.2. We undertake to look into any complaint carefully and promptly and to do all we can to explain the position to you. If we do not answer your complaint to your satisfaction, you may, of course, take up the matter with our professional body, ICAEW.

13. INTELLECTUAL PROPERTY RIGHTS AND USE OF OUR NAME

- 13.1. We will retain all intellectual property rights in any document prepared by us during the course of carrying out the engagement except where the law specifically states otherwise.
- 13.2. You are not permitted to use our name in any statement or document you may issue unless our prior written consent has been obtained. The only exception to this restriction would be statements or documents that, in accordance with applicable law, are to be made public.

14. INTERNAL DISPUTES WITHIN A CLIENT

- 14.1. If we become aware of a dispute between the parties who own the business, or who are in some way involved in its ownership and management, it should be noted that our client is the business and we would not provide information or services to one party without the express knowledge and permission of all parties. Unless otherwise agreed by all parties, we will continue to supply information to the normal place of business for the attention of the

directors. If conflicting advice, information or instructions are received from different directors in the business, we will refer the matter back to the board of directors and take no further action until the board has agreed the action to be taken.

15. INVESTMENT ADVICE (INCLUDING INSURANCE MEDIATION SERVICES)

- 15.1. Investment business is regulated by the Financial Services and Markets Act 2000. If, during the provision of professional services to you, you need advice on investments including insurances, we may have to refer you to someone who is authorised by the Financial Conduct Authority as we are not.

16. LIEN

- 16.1. Insofar as we are permitted to so by law or by professional guidelines, we reserve the right to exercise a lien over all funds, documents and records in our possession relating to all engagements for you until all outstanding fees and disbursements are paid in full.

17. LIMITATION OF THIRD PARTY RIGHTS

- 17.1. The advice and information we provide to you as part of our service is for your sole use, and not for any third party to whom you may communicate it, unless we have expressly agreed with you in writing that a specified third party may rely on our work. We accept no responsibility to third parties, including any group company, for any advice, information or material produced as part of our work for you which you make available to them. A party to this agreement is the only person who has the right to enforce any of its terms, and no rights or benefits are conferred on any third party under the Contracts (Rights of Third Parties) Act 1999.

18. PERIOD OF ENGAGEMENT AND TERMINATION

- 18.1. Unless otherwise agreed our work will begin when we receive implicit or explicit instruction from you.
- 18.2. Each of us may terminate our agreement by giving not less than 21 days' notice in writing to the other party except if you fail to cooperate with us or we have reason to believe that you have provided us or HMRC with misleading information, in which case we may terminate this agreement immediately. Termination will be without prejudice to any rights that may have accrued to either of us before termination.
- 18.3. We reserve the right to terminate the engagement between us with immediate effect in the event of: your insolvency, bankruptcy or other arrangement being reached with creditors; an independence issue or change in the law which means we can no longer act; failure to pay our fees by the due dates; or either party being in breach of their obligations if this is not corrected within 30 days of being asked to do so.
- 18.4. In the event of termination of our contract, we will endeavour to agree with you the arrangements for the completion of work in progress at that time, unless we are required for legal or regulatory reasons to cease work immediately. In that event, we will not be required to carry out further work and shall not be responsible or liable for any consequences arising from termination.

19. PROFESSIONAL RULES AND STATUTORY OBLIGATIONS

- 19.1. We will observe and act in accordance with the Bye-laws, regulations and Code of Ethics of ICAEW and will accept instructions to act for you on this basis. In particular you give us the authority to correct errors made by HMRC if we become aware of them. We will not be liable for any loss, damage or cost arising from our compliance with statutory or regulatory obligations. The requirements are available at icaew.com/en/membership/regulations-standards-and-guidance.

20. QUALITY CONTROL

- 20.1. As part of our ongoing commitment to provide a quality service, our files are periodically reviewed by an independent regulatory or quality control body. These reviewers are highly experienced professionals and are bound by the same rules of confidentiality as our principals and staff.
- 20.2. When dealing with HMRC on your behalf we are required to be honest and to take reasonable care to ensure that your returns are correct. To enable us to do this, you are required to be honest with us and to provide us with all necessary information in a timely manner. For more information about 'Your Charter' for your dealings with HMRC, visit www.gov.uk/government/publications/your-charter. To the best of our abilities, we will ensure that HMRC meet their side of the Charter in their dealings with you.

21. RELIANCE ON ADVICE

- 21.1. We will endeavour to record all advice on important matters in writing. Advice given orally or by e-mail is not intended to be relied upon unless confirmed in writing by letter. Therefore, if we provide oral advice (for example, during the course of a meeting or a telephone conversation) or advice by e-mail and you wish to be able to rely on that advice, you must ask for the advice to be confirmed by us in writing by letter.

22. RETENTION OF PAPERS

- 22.1. You have a legal responsibility to retain documents and records relevant to your financial affairs. During the course of our work we may collect information from you and others relevant to your tax and financial affairs. We will return any original documents to you if requested. Documents and records relevant to your tax affairs are required by law to be retained as follows:

Individuals, trustees and partnerships:

- a) with trading or rental income: five years and 10 months after the end of the tax year
- b) otherwise: 22 months after the end of the tax year.

Companies, Limited Liability Partnerships, and other corporate entities:

- c) six years from the end of the accounting period.

- 22.2. Although certain documents may legally belong to you, we may destroy correspondence and other papers that we store electronically or otherwise that are more than seven years old, except documents we think may be of continuing significance. You must tell us if you wish us to keep any document for any longer period.

23. THE PROVISION OF SERVICES REGULATIONS 2009

- 23.1. The details required to be disclosed in accordance with the requirements of the Provision of Services Regulations 2009 are as detailed on our main web page at www.poveylittle.co.uk.

24. THE SCOPE OF OUR CORE SERVICES

INDIVIDUAL TAX SERVICES

We will assist you in completing and submitting your annual self-assessment return to include the preparation of related accountancy and taxation schedules as required.

SELF EMPLOYED ACCOUNTANCY AND TAX SERVICES

We will assist you in completing a set of annual trading accounts to include meetings and discussions as required.

CORPORATE ACCOUNTANCY AND TAX SERVICES

We will assist you in completing and submitting your annual company accounts, annual statutory confirmation statement and annual corporation tax return to include meetings and discussions as required.

VAT SERVICES

We will assist you in completing and submitting your VAT Returns to include meetings and discussions as required.

PAYROLL SERVICES

We will act as your payroll agents and will fully assist you in the administration and processing of your payroll scheme and workplace pension as required.

25. TIMING OF OUR SERVICES

- 25.1. If you provide us with all information and explanations on a timely basis in accordance with our requirements, we will plan to undertake the work within a reasonable period of time to meet any regulatory deadlines. However, failure to complete our services before any such regulatory deadline would not, of itself, mean that we are liable for any penalty or additional costs arising.