

Please read this privacy policy carefully. It contains important information on who we are and how and why we collect, store, use and share your personal data. It also explains your rights in relation to your personal data and how to contact us or our regulatory authorities should you have a complaint.

When we use your personal data we are regulated under the General Data Protection Regulation (GDPR) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal data for the purposes of the GDPR. Our use of your personal data is subject to your instructions, the GDPR, other relevant UK and EU legislation and our professional duty of confidentiality.

### Key terms

It would be helpful to start by explaining some key terms used in this policy:

We, us, our	Wilson Wakefield Solicitors
Personal data	Any information relating to an identified or identifiable individual
Special category personal data	Personal data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership, Genetic and biometric data, Data concerning health, sex life or sexual orientation

### Who we are

Wilson Wakefield Solicitors is a 'data controller' for the purposes of data protection legislation (i.e. we are responsible for and control the processing of your personal information). We are based in the United Kingdom and do not have equipment outside of the UK which is used for processing personal data

### Personal data we collect about you

The table below sets out the personal data we will or may collect when we are acting for you.

#### Personal data we will collect

Your name, address and telephone number, Information to enable us to check and verify your identity, eg your date of birth or passport details, your email address and mobile phone number

Information to enable us to undertake a credit or other financial checks on you

Your financial details so far as relevant to your instructions, eg the source of your funds if you are instructing on a purchase transaction

#### Personal data we may collect depending on why you have instructed us

Your National Insurance and tax details, Your bank and/or building society details.

Details of your spouse/partner and dependants or other family members, eg if you instruct us on a family matter or a will

Your employment status and details including salary and benefits, eg if you instruct us on matter related to your employment or in which your employment status or income is relevant

Your nationality and immigration status and information from related documents, such as your passport or other identification, and immigration information, eg if you instruct us on an immigration matter

Details of your pension arrangements, eg if you instruct us on a pension matter or in relation to financial arrangements following breakdown of a relationship

Your employment records including, where relevant, records relating to sickness and attendance, performance, disciplinary, conduct and grievances (including relevant special category personal data), eg if you instruct us on matter related to your employment or in which your employment records are relevant

Your racial or ethnic origin, gender and sexual orientation, religious or similar beliefs, eg if you instruct us on discrimination claim

This personal data is required to enable us to provide our service to you. If you do not provide personal data we ask for, it may delay or prevent us from providing services to you.

### How your personal data is collected

We collect most of this information from you. We may also collect information:

- from publicly available sources, eg Companies House or HM Land Registry;
- directly from a third party, eg:
  - sanctions screening providers;
  - credit reference agencies;
  - client due diligence providers;
- from a third party with your consent, eg:
  - your bank or building society, another financial institution or advisor;
  - consultants and other professionals we may engage in relation to your matter;
  - your employer and/or trade union, professional body or pension administrators;
  - your doctors, medical and occupational health professionals;
  - a guardian or attorney who has been appointed to act on your behalf
- via our information technology (IT) systems, eg:
  - our electronic database, document management and time recording systems;
  - automated monitoring of our technical systems, such as our computer networks and connections, communications systems, website and email system.
- via the hardcopy information held in our office eg
  - the personal file set up for you when you engage us to carry out work for you
  - Wills, Deeds, Trusts records which hold documents and data on these matters
  - Printed client records duplicating information held on our electronic database.

### How and why we use your personal data

Under data protection law, we can only use your personal data if we have a proper reason for doing so, eg:

- to comply with our legal and regulatory obligations;
- for the performance of our contract with you or to prepare, at your request, for entering into a contract;
- for our legitimate interests or those of a third party; or
- where you have given consent.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

The table below explains what we use (process) your personal data for and our reasons for doing so:

#### What we use your personal data for

To provide legal services to you

Conducting checks to identify our clients and verify their identity. Screening for financial and other sanctions or embargoes. Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business, eg under health and safety regulation or rules issued by our professional regulator

Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies

Ensuring business policies are adhered to, eg policies covering security and internet use

Operational reasons, such as improving efficiency, training and quality control

#### Why

For the performance of our contract with you or to take steps at your request before entering into a contract

To comply with our legal and regulatory obligations

To comply with our legal and regulatory obligations

For our legitimate interests or those of a third party, ie to make sure we are following our own internal procedures so we can deliver the best service to you

For our legitimate interests or those of a third party, ie to be as efficient as we can so we can deliver the best service for you at the best price

### **What we use your personal data for**

Ensuring the confidentiality of commercially sensitive information

Statistical analysis to help us manage our practice, eg in relation to our financial performance, client base, work type or other efficiency measures

Preventing unauthorised access and modifications to systems

Updating and enhancing client records

Statutory returns

Ensuring safe working practices, staff administration and assessments

Marketing our services to:—existing and former clients;

Credit reference checks via external credit reference agencies

External audits and quality checks, eg for the audit of our accounts

The above table does not apply to special category personal data, which we will only process with your explicit consent.

### **Marketing communications**

We may use your personal data to send you updates (by email or post) about legal developments that might be of interest to you and/or information about our services.

We have a legitimate interest in processing your personal data for promotional purposes (see above 'How and why we use your personal data'). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.

We will always treat your personal data with the utmost respect and never sell or share it with other organisations for marketing purposes.

You have the right to opt out of receiving promotional communications at any time by contacting our Administrator on:

We may ask you to confirm or update your marketing preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

### **Recruitment**

When you send a cv or job application to us or we receive it on your behalf from a recruitment agency, you will be supplying us with some personal data. If you have submitted this speculatively, unless we contact you to say we will be taking your application further, we will destroy the information submitted.

If you are responding to an advertised vacancy, then we will keep your information whilst the recruitment process is underway. Information on unsuccessful applicants will be destroyed after 12 months. Information on successful applicants will be kept in their personnel file and retained during the period of engagement and in accordance with our retention policy.

### **Why**

For our legitimate interests or those of a third party, ie to protect our intellectual property and other commercially valuable information. To comply with our legal and regulatory obligations.

For our legitimate interests or those of a third party, ie to be as efficient as we can so we can deliver the best service for you at the best price.

For our legitimate interests or those of a third party, ie to prevent and detect criminal activity that could be damaging for us and for you. To comply with our legal and regulatory obligations.

For the performance of our contract with you or to take steps at your request before entering into a contract. To comply with our legal and regulatory obligations. For our legitimate interests or those of a third party, eg making sure that we can keep in touch with our clients about existing and new services.

To comply with our legal and regulatory obligations.

To comply with our legal and regulatory obligations. For our legitimate interests or those of a third party, eg to make sure we are following our own internal procedures and working efficiently so we can deliver the best service to you.

For our legitimate interests or those of a third party, ie to promote our business to existing and former clients

For our legitimate interests or those of a third party, ie for credit control.

To comply with our legal and regulatory obligations

### Who we share your personal data with

We routinely share personal data with:

- professional advisers who we instruct on your behalf or refer you to, eg barristers, medical professionals, accountants, tax advisors or other experts;
- other third parties where necessary to carry out your instructions, eg your mortgage provider or HM Land Registry in the case of a property transaction or Companies House;
- credit reference agencies;
- our insurers and brokers;
- external auditors, eg in relation to the audit of our accounts;
- our bank(s);
- external service suppliers, representatives and agents that we use to make our business more efficient, eg IT suppliers,
- online anti-money laundering services.

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

### Where your personal data is held

Information may be held at our offices and those of our third party agencies, service providers, representatives and agents as described above (see 'Who we share your personal data with').

Some of these third parties may be based outside the European Economic Area. For more information, including on how we safeguard your personal data when this occurs, see below: 'Transferring your personal data out of the EEA'.

### How long your personal data will be kept

We will keep your personal data after we have finished advising or acting for you. We will do so for one of these reasons:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly;
- to keep records required by law.

We will not retain your data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of data

### Transferring your personal data out of the EEA

To deliver services to you, it is sometimes necessary for us to share your personal data outside the European Economic Area (EEA), eg:

- with your and our service providers located outside the EEA;
- if you are based outside the EEA;
- where there is an international dimension to the matter in which we are advising you.

These transfers are subject to special rules under European and UK data protection law.

If you would like further information please contact us.

### Your rights

You have the following rights, which you can exercise free of charge:

Access	The right to be provided with a copy of your personal data (the right of access)
Rectification	The right to require us to correct any mistakes in your personal data
To be forgotten	The right to require us to delete your personal data—in certain situations

Restriction of processing	The right to require us to restrict processing of your personal data—in certain circumstances, eg if you contest the accuracy of the data
Data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations
To object	The right to object:—at any time to your personal data being processed for direct marketing (including profiling);—in certain other situations to our continued processing of your personal data, eg processing carried out for the purpose of our legitimate interests.
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

For further information on each of those rights, including the circumstances in which they apply, please contact us or see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us - see below: 'How to contact us'; and
- let us have enough information to identify you (*eg your full name, address and client or matter reference number*);
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know what right you want to exercise and the information to which your request relates.

#### Keeping your personal data secure

We have appropriate security measures to prevent personal data from being accidentally lost, or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

#### Email security

Please note that we cannot guarantee that any email sent from you to us will be received by us or that its contents will remain secure during or following transmission. We cannot guarantee that emails sent by us to you are secure. If you have any concerns about the security of email transmissions to or from us, you may prefer to telephone or write to us instead. Please do not send your bank details to us by email and never act on instructions purporting to come from us by email containing bank account details.

#### How to complain

We hope that we can resolve any query or concern you may raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

#### How to contact us

Please contact us by post, email or telephone if you have any questions about this privacy policy or the information we hold about you.

Our contact details are shown below:

Wilson Wakefield Solicitors, 63 Station Road, Hayling Island, Hampshire PO11 0EB  
 Tel: 023-9246-4475  
 Fax: 023-9217-8583