



Suite 13
Wing Yip Business Centre
278 Thimble Mill Lane
Birmingham B7 5HD

Tel: 0121 - 327 0118

0121 - 327 0652

Fax: 0121 - 328 7867

Email: solicitors@loyntonlaw.co.uk

Website: www.loyntons.com

PRIVACY NOTICE FOR CLIENTS

Loynton & Co Solicitors take your privacy seriously and fully comply with the data protection principles under the General Data Protection Regulations (GDPR) and any associated Act of Parliament. We want to make sure that you understand why we ask for certain information about you, how we use it and what we do with it.

The information supplied by you will be dealt with in confidence and only disclosed where it is necessary to carry out the work you have instructed or where we are legally required to do so.

Why we collect your personal information.

1. We collect your information to enable us to enter into a **contract** with you for our legal services. If you do not provide us with all the personal information that we need, this may affect our ability to provide you with legal advice and/or represent you as your solicitors.

This Information may include:

- Basic details about you, such as name, contact details, date of birth etc.
 - Information relevant to the service we are providing e.g. bank details, national insurance number, copy of your passport, or any other personal information pertinent to your case.
2. We also need your personal information in order to fulfil our **legal obligations** to process personal information relating to our clients for the purposes of complying with UK law and regulations.

Notably but not exclusively:

Money Laundering Regulations Proceeds of Crime Act 2002

3. We may also process your personal data in pursuit of our **legitimate interests** to manage your account with us and to promote our services by sending you communications regarding upcoming events, keep you informed of legal developments or email you regarding other products or services that may be of interest to you. In providing our services we may send your details to and also use information from credit reference agencies and fraud prevention agencies.

When we process your information in pursuit of our legitimate interests, you have the right to object to us using your information in this way. If you wish to object to us using your personal information for the above purposes please contact us. (cf. contact details below.)

Processing: (how we use it)

Your information is held in our files and in our practice management system, and on our client database. Hard copies are stored securely on the premises and the electronic storage is a secure system. Your information is not disclosed to any third party without your consent.

Management: (what we do with it)

Your personal information is used for the purposes outlined above and so that we can provide you with legal advice and services. We may be required to share personal information with statutory or regulatory authorities and organisations, including HMRC, for the purposes of compliance with statutory obligations.

We may also share your personal information with professional advisors for the purposes of taking advice.

There are occasions when Loynton & Co will employ third party suppliers to provide services on our behalf. As they are processing data on our behalf, we will have a written contract with them to only process your data under our instruction and to protect it. We will only share your data with a third party for a specific purpose and we will limit that data to only that which is necessary for the performance of the service.

There are also occasions when there may be international transfer of information but these comply with the special exceptions provided for, within the General Data Protection Regulations.

Your continued relationship with us will be evidence that you consent to us using your information in this way.

Storage: (how long we keep your data)

Your file will be kept active for the duration of your case. Once closed, it will be archived in secure storage for 6 years and destroyed in year 7. Certain legal documents may be kept longer. Please contact our Data Protection Manager for specific details.

Marketing

We would like to send you information about services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have the right at any time to stop us from contacting you for marketing purpose. If you no longer wish to be contacted for marketing purposes, please contact the Data Protection Manager.

Website and Cookies

When you use our website, text files known as cookies are placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. You can set your browser not to accept any cookies and you can remove them from your browser but some of the website features may not function properly as a result.

Access to your personal information and correction

You are entitled to view or amend the personal information that we hold if you do not think it is accurate. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove some information you think is inaccurate. You have the right to ask for a copy of all or some of the records we hold (generally in paper or electronic form.)

You may make a request to view your information by contacting our Data Protection Manager. Usually there will be no charge to access your personal information (or to exercise any of the other rights.) however, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances. Normally we will respond to your request within one month, but if this isn't possible we will write to you explaining why.

Please contact Data Protection Manager:
Mareata McGuire

Tel: 0121 327 0118 Email: mareata@loyntonlaw.co.uk

You will need to give adequate information in order for the staff to identify you and you will be required to provide ID, for example a passport or driving license before any information is released to you.

If you are unhappy with the way we have handled your data or responded to your requests, you may lodge a complaint with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

This Privacy Notice may be subject to change and we would encourage you from time to time to ask to see the most recent version.

Loynton & Co. Solicitors Ltd, Suite 13 Wing Yip Business Centre, 278 Thimble Mill Lane, Nechells, Birmingham, B7 5HD