

PRIVACY POLICY

Wright & Lord Solicitors will need to obtain personal information from you during the course of our relationship with you. We respect your privacy and are committed to protecting your personal data. This privacy notice will tell you about the data we will need, the basis upon which it will be used, your privacy rights and how the law, governed by the General Data Protection Regulations, protects you.

W & L Legal Ltd (Company No. 7029178) trading as Wright & Lord Solicitors is the controller of, and responsible for, your personal data. We are registered with the Information Commissioner's Office (ICO) under the data protection legislation (ref: ZA095689).

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact our Data Privacy Manager:

Lynne Lord (Director)

Email: lynne.lord@wrightandlord.com

Direct dial: 01524 402055

The personal data we will hold

We will ask you for personal information to enable us to provide the legal services you require, to maintain our records and to satisfy legal and regulatory requirements. This personal information will include:

- your full name and possibly any previous names
- your date of birth
- your contact details, for example, your postal address, email address and telephone numbers
- financial details and
- other information necessary to assist us in acting on your behalf.

The use of your personal data

We need personal data from you to enable us to provide legal services to you under our Terms of Business, our contract with you. We will only use your personal data when the law allows us to and this may also be:

- where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
- where we need to comply with a legal or regulatory obligation, for example, under money laundering regulations.
- where it is considered to be in your vital interests or
- where we have your consent, for example, for marketing purposes.

The release of your data to other parties

To enable us to act on your behalf under the Terms of Business it may be necessary for us to pass your data to other professionals or service providers, for example, other solicitors involved in your matter, estate agents or

search providers in conveyancing transactions, barristers or accountants. We will only pass on your data where necessary and only data required to progress your instructions.

Storage of personal data

At the end of the matter your file will be stored electronically for a minimum of 12 years. We must satisfy our regulatory, accounting, and reporting requirements. You may also wish to check information relating to your matter at some point following the closure of your file.

We may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your rights relating to your personal data

You have the right to:

- request access to your personal data
- request a correction of the personal data we hold about you if any data is incomplete or inaccurate.
- object to the processing of your personal data. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- request the erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Please note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- request restriction of the processing of your personal data.
- request the transfer of your personal data to you or to a third party.
- withdraw consent at any time where we are relying on your consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

Please contact Lynne Lord if you require further information or wish to exercise any of these rights.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights reasonably requested). We will try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Changes in your data

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Your right to complain

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO. Please contact us in the first instance to see if we can resolve any issues with you.

Marketing

You will receive marketing communications from us if you have requested information from us and/or you have given your consent to receive that marketing. You can ask us to stop sending you marketing messages by contacting us at any time.