



Plevin  
Claim

**Welcome to My Claim Group ta Wisemann Law Limited's privacy notice.**

My Claim Group ta Wisemann Law Limited respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

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**Important information and who we are**

## **Purpose of this privacy notice**

This privacy notice aims to give you information on how My Claim Group ta Wisemann Law Limited collects and processes your personal data through your use of this website, including any data you may provide through this website when you complete an enquiry form, and when you engage our services.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data About you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

## **Controller**

My Claim Group ta Wisemann Law Limited is the controller and responsible for your personal data (collectively referred to as "Clear Legal", "we", "us" or "our" in this privacy notice).

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the DPO using the details set out below. **Contact details**

Our full details are:

Full name of legal entity: My Claim Group ta  
Wisemann Law Limited  
Name or title of DPO: Mark Gough  
Email address: info@myclaimgroup.co.uk  
Postal address: Unit 8a Ashbrook Business  
Park, Longstone Road,  
Heald Green, M22 5LB

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](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

## **Changes to the privacy notice and your duty to inform us of changes**

This version was last updated on 27 May 2020 and historic versions can be obtained by contacting us.

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.

## **Third-party links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## **The data we collect about you**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

**Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.

**Contact Data** includes address, email address and telephone numbers.

**Financial Data** includes bank account and payment card details.

**Technical Data** includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

**Usage Data** includes information about how you use our website and services.

**Marketing and Communications Data** includes your preferences in receiving marketing from us.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

## **If you fail to provide personal data**

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

### **How is your personal data collected?**

We use different methods to collect data from and about you including through:

**Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

apply for our products  
or services; request  
marketing to be sent to  
you; engage our  
services, or give us  
feedback.

**Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy [\[LINK\]](#).

**Third parties or publicly available sources.** We may receive personal data about you from various third parties and public sources as set out below:

Technical Data from the following parties:

- (a) analytics providers such as Google based outside the EU;
- (b) advertising networks based inside and outside the EU; and
- (c) search information providers based inside and outside the EU.

Identity and Contact Data from data brokers or aggregators based inside and outside the EU.

Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

## How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Where we need to perform the contract we are about to enter into or have entered into with you.

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.

To find out more about the types of lawful basis that we will rely on to process your personal data, please refer to the Glossary section.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by [contacting us](#).

## Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please [contact us](#) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
To register you as a new customer	(a) Identity (b) Contact	(a) Performance of a contract with you (b) with consent

To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile	Necessary for our legitimate interests (to develop our products/services and grow our business)

## Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

### Promotional material from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what services we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased services from us and you have not opted out of receiving that marketing.

### **Third-party marketing**

We will get your express opt-in consent before we share your personal data with any company outside the **My Claim Group ta Wisemann Law Limited** group of companies for marketing purposes.

### **Opting out**

You can ask us or third parties to stop sending you marketing messages at any by [contacting us](#) at any time. Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase, service experience or other transactions.

### **Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our Cookie Policy.

### **Change of purpose**

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please [contact us](#).

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

### **Disclosures of your personal data**

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

Clear Legal Marketing Limited

Internal Third Parties as set out in the *Glossary*]

External Third Parties as set out in the *Glossary*.

Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **International transfers**

We may process data with external third parties who are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see European Commission: Adequacy of the protection of personal data in non-EU countries.

Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see European Commission: Model contracts for the transfer of personal data to third countries.

Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see European Commission: EU-US Privacy Shield.

Please [contact us](#) if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

## **Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

## **Data retention**

### **How long will you use my personal data for?**

By law we have to keep basic information about our clients (including Contact, Identity, Financial and Transaction Data) for six years after they cease being clients for tax purposes.

In some circumstances you can ask us to delete your data: see *Request erasure* below for further information.

In some circumstances 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 legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. Please go to the Glossary section to find out more about these rights.

If you wish to exercise any of the rights set out in the Glossary, please [contact us](#).

## No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights); however, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

## What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

## Time limit to respond

We 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.

## Glossary

### LAWFUL BASIS

**Legitimate Interest** means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by [contacting us](#)

**Performance of Contract** means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

**Comply with a legal or regulatory obligation** means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

### THIRD PARTIES

**External Third Parties** means:

Service providers acting as processors based in the United Kingdom who provide IT and system administration services.

Professional advisers acting as processors or joint controllers including other lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services.

HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances.

## **YOUR LEGAL RIGHTS**

You have the right to:

**Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

**Request 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. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. 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.

**Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

**Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

**Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

# Privacy Policy Introduction

We respect our client's privacy and are dedicated to protecting their personal information, this policy sets out how we aim to do this when you visit our website and inform you of the law that protects you and your rights when it comes to privacy of your personal data.

My Plevin Claim is a trading style of Wisemann Law Ltd, herein in referred to as 'the company'.

This policy aims to provide you with details of how the company will collect and process your personal data when you use our website, this includes any of your data you may input through our website when you complete our online forms which sign you up to any of our services.

Our website is intended for the use of adults and therefore we do not wish to knowingly collect any data in relation to children.

This policy aims to complement our other policies and notices, with no intention of overruling them. Therefore, it is key to read this policy along with any other notice that we may provide to you on specific matters where we collect/process your personal data, to ensure you are informed of the reasons why we require your personal data.

Version date: this policy was in effect from 1st February 2020, any historic versions can be provided upon request.

## Data Controller

The company is the data controller and are responsible for protecting your personal data in line with this policy.

Our Data Controller is Mark Gough, they are responsible for overseeing the implementation of this Policy and for monitoring compliance with this Policy. They are also accountable for answering any queries in relation to this policy and should you wish to get in contact or exercise your legal rights as explained in this policy, then you are able to do so using the below contact details:

**Address:** Unit 8a, Ashbrook Business Park, Longstone Road, Heald Green, M22 5LB

**Telephone:** 01618148834

If you are dissatisfied at any time, please contact us and we will try our best to resolve your concerns. At any time, you also have the right to make a complaint by contacting the Information Commissioner's Office (ICO), who is the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

It's crucial that personal data we hold on our files about you is up to date and accurate, so please do keep us updated with any changes throughout your relationship with us.

Our Privacy Policy may be subject to changes, we aim to inform you of such changes.

## **Social Media**

Any of our actions and engagements on external social media platforms that the company undertake are subject to that platforms terms and conditions along with their individual privacy policies.

We advise users to use such platforms with caution and be aware of supplying personal data on such sites.

Our website uses sharing buttons on social media sites in order to help share web content directly to the platform. We advise users to use such sharing tools at their own discretion and to be aware that the social media platform can monitor their usage. The platform may store users request to share a web page directly through their social media accounts.

Our website through social media accounts might on occasions share links to other relevant web pages. Despite our best efforts we cannot protect against spam or hacking on social media sites, so again we advise users to approach shortened URLs published on such sites with caution. The company therefore cannot be held liable when visiting any shortened URLs should any damages occur.

## **Third-Party**

Our website may include links to other third-party websites, applications and plug-ins. If you click on a third-party link or enable such connections this may allow third- parties to collect or share data about you. We are not responsible for these third-party websites or their privacy policies, therefore when you leave our website, we urge you to be aware of other websites privacy notices.

## **Data we collect about you**

### **Personal data**

Personal data relates to information about an individual from which that person can be identified. Personal data does not include anonymous data where the identity of the individual has been removed.

The personal data we might collect, process, store and transmit are detailed as follows:

- Identity Data: title, first, maiden and last name. Marital status, gender and date of birth.
- Contact Data: current and previous addresses, email address and contact phone numbers.
- Claims Related Data: information provided by yourself for the purposes of considering your financial mis selling claim.
- Transaction Data: products and services you have engaged us for.
- Technical Data: internet protocol (IP) address, your login data, browser type

and version, time zone setting and location, browser plug- in types and versions, operating system and platform and other technology on the devices you use to access our website.

- Usage Data: information about how you use our website, products and services.
- Marketing and Communications Data: your marketing/communication preferences

in receiving marketing/communications from us and our third- parties.

Should you fail to provide personal data which we require by law, or under the terms of a contract we have with you, we may not be able to perform the contract agreed or are

trying to enter in to with you. In such a scenario, we may have to cancel a product or service you have with us, but we will notify you at the time should this be the case.

### **Special Categories**

Should we identify that you are a vulnerable customer, we may collect data relating to your health, this will ensure we can tailor our communication and service to meet your needs and circumstances. In this instance we would obtain your consent prior to storing this information for the sole purpose of delivering our service.

We do not collect any other Special Categories of Personal Data about you (including: your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your genetic and biometric data). We also do not collect any information about previous criminal offences or convictions.

### **Aggregated Data**

We may collect, use and share aggregated data that derives from your personal data such as demographic data. Is not considered personal data in law as it doesn't reveal your identity, however should we combine such data with your personal information so that your identify could be recognised we will treat this as personal data and ensure it is used in accordance with this policy.

### **Profiling Data**

We may collect, use and share your personal data solely within our group for the purpose of improving our customer experience, for example we may perform data analysis on your engagement with us to improve our service offering.

#### **4.0 Collecting Personal Data**

The company uses varies methods to collect data including:

#### **Direct communications**

Where you directly provide us with your personal data such as by completing one of our forms or by corresponding with us by telephone, post, email etc. This includes personal data you provide when you:

- appoint our products or services;
- request marketing information to be sent to you; or provide us with feedback.

## **Automated technologies/interactions**

When you visit and interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. This personal data is collected by using cookies and other similar technologies. Please see our separate cookies policy to find out more.

## **Third parties/publicly available sources**

At times we might get personal data about you from different third parties such as:  
Technical Data: from analytics providers for example Google based outside the EU;  
Identity and Contact Data: from various publicly available sources such as the Electoral Register, Companies House and credit checks based inside the EU. Identity and Contact Data: from various data brokers based inside the EU, including marketing which directs consumers to our website.

## **Using your Personal Data**

We only use personal data in line with the law normally in following scenarios: Where you have provided clear consent for us to process your personal data for

a specific purpose.

Where we need your personal data to implement the contract we are about to enter into, or have entered into with you.

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.

Below we have set out a full description of all the ways we intend to use your personal data. We only intend to use your data for the purpose we collected it for, if there is a requirement to use your data for another unrelated reason, we will notify you explaining the legal basis for this decision. There may be a situation where we process your personal data without your consent where it is required by law.

There may be a situation where we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please do not hesitate to get in touch with us if you want details about the specific legal ground, we are relying on to process your personal data.

Purpose/Activity

Registering you as a new client.

Processing our service for you: 1. investigating your claim

2. requests to financial institutions or other dispute resolution service Purpose/Activity Type of data

1. Identity 2. Contact

1. Identity 2. Contact 3. Financial

4. Claims Related 5. Marketing and Communications

1. Identity

2. Contact

3. Profile

4. Marketing and Communications

1. Identity 2. Contact 3. Technical 1. Identity  
2. Contact  
3. Profile 4. Usage

5. Marketing and Communications 6. Technical Legal basis for processing including basis of legitimate interest Consent.

Consent Performance of a Contract.

Performance of a contract with you Necessary to comply with

legal obligations Necessary for our legitimate interests (to

keep our records up to date and for us to understand our

customer satisfaction throughout our services).

Necessary for our legitimate interests (maintaining our business, administration and IT

services, ensuring network security, preventing fraud and

in the context of a business restructuring exercise) Necessary to comply with legal obligations.

Consent Necessary for our legitimate interests (in order to develop our business strategy and improve our services we will conduct data analysis to understand how our customers use our services).

providers on your behalf

3. introducing you to a solicitor to continue to process your claim.

Managing our relationship with you: 1. notifying you of any changes to our terms and conditions or privacy policy

2. asking you to complete a feedback survey to assess satisfaction or leave us a review.

Undertake administration tasks and maintain our website and business (this includes: data

analysis, user acceptance testing, troubleshooting, regular system maintenance, ongoing support, indicators and reporting and hosting of data). Delivering appropriate website

content and advertisements to you and in order to measure the effectiveness of our advertising.

Using data analytics to continually improve our business offerings (including: website, products and

services, marketing, customer

1. Technical 2. Usage

Necessary for our legitimate interests (in order to develop our business strategy and enabling us to profile

experience, and ongoing customer relationships).		customers for our products and services and maintaining the information on our website ensuring it is kept up to date).
Making relevant recommendations to you about other goods or services that may be of interest to you.	1. Identity 2. Contact 3. Technical 4. Usage 5. Profile	2. Consent Necessary for our legitimate interests (in order to develop our business strategy and product/service offering).

### **Marketing, advertising and promotions**

We are committed to providing you with clear choices around personal data and the way we use it. In line with your contact preferences, we may contact you regarding different products or service that we or other companies within our group can offer you. At times we may rely upon legitimate interest in order to make such recommendations to you about products or services that could be of interest to you. In this case we will consider and review any potential impact upon you (positive and negative) and your rights before we begin to process your personal data for our legitimate interests. For any activity where our interests are overruled by the impact on you, we will not use your personal data (unless we have your consent or are otherwise required to or permitted to legally).

At any time, you can update your marketing preferences by contacting us and you can opt out and stop all marketing messages should you require (this will not apply to personal data that you provided us through the use of our services).

Identity, Contact, Technical, Usage and Profile Data may be used by us to make an assessment on what we think may be of interest or what you may need or want. This enables us to conduct future marketing by deciding which product/service offers could be applicable to you.

Before we share your personal data with any third-party companies outside of the company's group for the intention of marketing purposes will we always get your consent through an opt-in.

### **Cookies**

A cookie is an element of data that websites can send to your browser, which might then be stored on your system. See our separate cookies policy for more information about how we use cookies. Should you set your browser settings to refuse any cookies some parts of our website may not work. 6.0 Sharing your Personal Data

To undertake our processes, maintain our relationships and improve the services we offer, we may also share your personal data with other third parties we work with, such as:

Company Name	Company Details	Processing Activity
Solicitors regulation authority	Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN	Under regulatory requirements, we may have to share data with the Solicitors regulation Authority
Connex One Limited	Company Registration Number: 08814633 Registered Office Address: Bow Chambers	Provide our dialler system and our responsible for maintaining/safeguarding our data security.

DPD Local UK Ltd

Shred-it Limited

Shredall (East Midlands) Limited

Claims Protection Agency Ltd

Royal Mail Group Limited

8 Tib Lane Manchester M2 4JB

Company Registration Number: 01421773

Registered Office Address: DPD Local UK Ltd Roebuck Lane Smethwick

West Midlands United Kingdom B66 1BY

Company Registration Number: 04047194 Registered Office Address:

Ground Floor 177 Cross Street Sale Manchester M33 7JQ

Company Registration Number: 03317730 Registered Office Address: Joy House

Bestwood Business Park Park Road

Bestwood Village Nottingham Nottinghamshire NG6 8TQ

Company number: 09411174

Registered Trading Address: 18-22 Lloyd House Lloyd Street,

M2 5WA

Company Registration Number: 08467014

Registered Office Address: 100 Victoria Embankment London EC4Y 0HQ

Provide secure pick-up and delivery services.

Provider of a secure documentation destruction service. Provide secure data storage facilities.

Provide legal services to our clients.  
Provide postal services for the business.

There may be times when we are required to disclose your personal information, these include with:

Solicitors regulation Authority (SRA), Financial Conduct Authority (FCA), Claims Management Regulator, HM Revenue & Customs, other authorities and regulators acting as processors based in the UK who may require reporting of processing activities in certain circumstances. Professional bodies such as solicitors, accountants, consultants and any similar bodies acting as processors, based in the UK who may require reporting of processing activities under certain legal or compliance circumstances.

Third parties which we may choose to sell, transfer, or merge parts of our business/assets. We may also seek to acquire another business or merge with them. If this were to happen to our business, then the subsequent new owners may choose to use your personal data in the same way as detailed in this policy.

We will only ever share your personal data in line with current UK data protection laws. Requiring all third parties to treat your personal data in line with the law and use for the intended purpose in line with our guidelines.

### **International Transfers**

The Company may from time to time transfer personal data to countries outside of the European Economic Area (EEA). The transfer of personal data to a country outside of the EEA shall take place only if one or more of the following applies:

- The transfer is to a country, territory, or one or more specific sectors in that country (or an international organisation), that the European Commission has determined ensures an adequate level of protection for personal data;
- The transfer is to a country (or international organisation) which provides appropriate safeguards in the form of a legally binding agreement between public authorities or bodies; binding corporate rules; standard data protection clauses adopted by the European Commission; compliance with an approved code of conduct approved by a supervisory authority (e.g., the Information Commissioner's Office); certification under an approved certification mechanism (as provided for in the GDPR); contractual clauses agreed and authorised by the competent supervisory authority; or provisions inserted into administrative arrangements between public authorities or bodies authorised by the competent supervisory authority;
- The transfer is made with the informed consent of the relevant data subject(s);
- The transfer is necessary for the performance of a contract between the data subject and the Company (or for pre-contractual steps taken at the request of the data subject);
- The transfer is necessary for important public interest reasons; The transfer is necessary for the conduct of legal claims;
- The transfer is necessary to protect the vital interests of the data subject or other individuals where the data subject is physically or legally unable to give their consent; or
- The transfer is made from a register that, under UK or EU law, is intended to provide information to the public and which is open for access by the public in general or otherwise to those who are able to show a legitimate interest in accessing the register.

## **Data Security**

The company aim to maintain a high standard of security and privacy when it comes to protecting our customers personal information. We want to give our customers confidence in our processes and have robust measures in place to

ensure we protect your information from any loss, unauthorised access or misuse. We constantly review our data security processes to ensure they remain fit for purpose.

We also limit access to customers personal data to those colleagues, agents, third-parties or contractors who absolutely need to have access.

All personal data breaches must be reported immediately to the Company's DPO. We have an appropriate procedure in place to deal with any data breaches and will notify the persons affected and any regulator which legally require us to report the breach.

## **Data Retention**

The company shall not keep personal data for any longer than is necessary in light of the purpose or purposes for which that personal data was originally collected, held, and processed. We have to keep some specific information about our customers by law, where this is the case we will keep securely and hold solely for the legal purpose required.

When personal data is no longer required, all reasonable steps will be taken to erase or otherwise dispose of securely without delay.

For full details of the company's approach to data retention, including retention periods for specific personal data types held by the company, please refer to our Data Retention Policy which you can request by contacting us.

## **Data Protection Rights**

Under UK data protection law, you have a number of rights in relation to your personal data and the processing of it, including:

- Right of Access – entitles you to request a copy of all of the information we hold about you, commonly referred to as a 'Data Subject Access Request (DSAR)'
- Right to be Informed –entitles you to request to be provided with details of how we collect and process your personal data, which is covered by this Privacy Notice
- Right to Rectification –entitles you to have inaccurate personal data rectified, or completed if it is incomplete
- Right of Erasure (to be forgotten) - entitles you to request for the deletion/removal of your personal data where there is no reason for its continued processing

- Right to Restrict Processing –entitles you to request no further processing of your personal data that we have collected previously in certain circumstances.
- Right to Object –entitles you to request that your personal data is not processed in certain circumstances for example for marketing purposes or to challenge the basis of the processing of your data
- Right to data portability – you have a right to request for your personal data we hold on you to be sent to another Data Controller for their own purposes
- Right to withdraw consent –you have the right to withdraw consent at any time.

However, this will not have affected our legal ability to do this before you withdraw your consent, and if you do withdraw consent to process your personal data, we may not be able to offer you certain services.

Should you wish to exercise your rights please contact us, there could be occasions when we aren't able to complete your request, however we will inform you of this and the reasoning.

There is no fee when requesting a copy of your personal data, although there may be occasions where we charge a reasonable amount should we find your request recurring or unwarranted or if you require further copies of such information that we have previously provided.

In order to process any of your requests we may need to confirm your identify through a process of security checks.

We aim to respond to all relevant requests as soon as possible and usually within one month of receiving. Sometimes it may however take us longer to process, but we will always keep you informed if this is the case.

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