

PRIVACY NOTICE

We are Charles Coleman LLP a firm of Solicitors authorised by the Solicitors Regulation Authority under number 446995. We are a limited liability partnership registered at Companies House under number OC320164. We carry out Residential and Commercial Conveyancing, prepare Wills and Lasting Powers of Attorney, advise and act on Probate and Matrimonial matters.

Whilst using our website, software applications or services you may be required to provide personal information to enable us to provide our services to you. We will use this information to administer our website, applications, client database, document management system and marketing material. We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679 as adopted into law of the United Kingdom in the Data Protection Act 2018.

Our website uses Cookies which are text files placed on your computer by the websites you visit to collect standard internet information and visitor behaviour information which helps us to improve our website.

This policy applies to information we collect from:

- Visitors to our website
- Clients who instruct us to act on their behalf
- Third parties who may become involved as a result of a client's instructions
- Individuals who apply to us for employment
- People who do business with us.

Your personal data will be entered on to our computerised client database, document management and accounting systems. We undertake to keep all such information confidential and will not disclose this to any third party except where that disclosure is reasonably incidental to the purpose for which the information was collected. Our computer systems are protected by industry standard firewall and password protection systems and only authorised individuals have access to the information.

Our telephone system has a voicemail service which records messages, however the recording will be deleted once the information has been gathered.

We will endeavour to take all reasonable steps to protect your personal information, however we cannot guarantee the security of personal data that you disclose on our website or by email due to the inherent risks of providing information over the internet. We do not accept responsibility for any breach of security unless this is due to our own negligence.

We must establish one or more lawful bases for the use of your information.

- ❖ The main lawful basis for our use of your data will be that the processing is necessary to fulfil our contract with you, either as clients, employees or suppliers.
- ❖ Secondly we have a legal obligation to process your data in respect of statutory and regulatory requirements
- ❖ Thirdly we may have a legitimate interest of our own for processing your data.
- ❖ Fourthly we will obtain your consent, where necessary, to process your data. For example by providing us with your contact information via the conveyancing portal on our website you are giving your consent to our contacting you by using those details.

We will use your information to:

- Provide you with any service(s) that you have requested
- Deal with your requests and enquiries

- Carry out our Anti-Money Laundering procedures
- Maintain our records for administrative purposes
- Improve the quality of our services
- Carry out analysis
- Comply with statutory and regulatory obligations
- Protect our website against unauthorised access
- Track activity on our website
- Send you marketing information that we believe will be of interest to you

We will share your information with:

- third parties who are necessary to fulfil our contract with you.
- our payment service provider if you choose to pay for our services by credit or debit card
- the Solicitors Regulation Authority, HMRC or any Fraud Prevention Agencies to prevent, detect or discourage crime or prosecute offenders, when it is our legal obligation to do so.

We will not share or sell your data to any third party for marketing purposes.

Your rights:

You are entitled to make an access request:

- to see details of all the data we are holding in relation to you;
- you can request that this information be provided in a commonly used, machine-readable format to be sent to yourself or another data controller, unless the data is held on the basis of legal obligation or legitimate interest;
- if any of your personal data is incorrect or mis-leading we will take immediate action to rectify the data as soon as you tell us;
- you can inform us that you wish any or all of the data to be erased and we will do our best to comply with your request, however there are certain circumstances where we may be under obligations to a third party or statutory authority to keep the information for a set length of time and we will advise you accordingly;
- you have the right to object to your personal data being processed and to restrict, block or otherwise suppress the processing of your personal data if our basis for processing it is legitimate interest. We are permitted to store the personal data if it has been restricted, but not to process it further.

Please note that if you choose to exercise your rights to withhold or restrict data or insist on its deletion, then we may not be able to fulfil our contract with you.

We reserve the right to revise this policy or any part of it from time to time. Please view the policy periodically for changes.

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