

Privacy Notice

Why are we asking you to review this policy?

Upon taking your initial instructions and in certain cases during the course of dealing with your matter, we will ask you to provide certain personal data, such as your full name, residential address, telephone number, email address, copy passport, proof of address, national insurance number, your occupation etc(Your personal data). In this document we outline what we can and can't do with your personal data received from you or from any other source.

What are your “personal data”:

Your personal data means any Information which may identify you directly, for example your name, address, date or birth, National Insurance number and other information which may identify you indirectly, for example, your occupation, your medical history , or any other information that could be associated with your socio- economic background.

Why we collect your personal information

This policy applies to information we collect about you:

We generally process data on the basis it is necessary for the performance of a task carried out upon your instructions and/or in the exercise of our statutory functions.

How we keep information secure

We are under a general duty to keep personal data and information confidential. Where we share information, we take all reasonable steps to keep it secure, use it fairly and ensure that data protection safeguards are in place. We use secure portals and encryption tools when necessary to ensure data in transit is protected.

How long we keep information

We keep personal information for as long as necessary to ensure we can fulfill our duties towards you, being our client and in line with our [published retention and disposal policies](#).

Your rights

Depending on the information we hold about you, and the reason for us holding it, you have certain rights which are set out below. If you have any concerns of this nature, you can [*email our Information Compliance Team at mail@tkdsolicitors.com*](mailto:mail@tkdsolicitors.com)

- **Right to access** – you can ask us whether we're processing your personal data, including where and for what purpose. You can also request an electronic copy of your personal data free of charge
- **Right to restrict processing** – in certain circumstances, you can ask us to restrict our use of your personal data
- **Right to rectification** – you can already ask us to correct inaccurate personal data we hold about you
- **Right to erasure (right to be forgotten)** – in certain circumstances, you can ask us to erase your personal data
- **Right to data portability** – you can ask us to provide you with a copy of your personal data in a commonly used electronic format so that you can transfer it to other businesses
- **Right to object to automated decision-making** – in certain circumstances, you can ask us not to make automated decisions about you based on your personal data that produce significant legal effects
- **Right to lodge a complaint** – you can lodge a complaint with your local data protection authority

The right to rectification

You are entitled to have your records amended if the personal data we hold is inaccurate or incomplete.

The right to erasure

You have a right to request your data is deleted in certain circumstances, i.e. where it is no longer needed for the purposes it was collected; the (rare) occasions where consent is relied upon as the lawful basis for processing, it is withdrawn and there is no other lawful basis for our continuing to process it; you object to the processing (see below) and there are no overriding legitimate grounds to continue; where the data has been unlawfully processed; or where it has to be erased for compliance with a legal obligation.

This right does not apply where we need the information for the performance of our functions, there is a need to comply with a legal obligation, it is necessary in connection with legal proceedings or legal advice.

The right to object or to restrict processing

You have the right to object to us processing your information where we are processing data in connection with the exercise of our functions or other data in pursuit of our legitimate interests. In such case, we will stop processing unless we can demonstrate compelling legitimate grounds for continuing the processing which override your interests.

If you have concerns about how we are using your information and believe that this should stop, you can [email our Information Compliance Team at mail@tkdsolicitors.com](mailto:mail@tkdsolicitors.com).

The right of access

You have the right to obtain a copy of personal data we hold about you, including the reasons why we hold it, with whom the data will be shared with as well as details of the period for which the data will be retained.

In some cases, we are not required to provide you with information we hold about you. Where this is the case we will let you know.

You can request information by email or by letter.

We need to satisfy ourselves as to your identity. Please therefore send us proof of who you are so that we are sending the information to the right person. We accept the following as proof:

- a copy of your birth certificate
- a copy of your passport
- a copy of your driving licence.

Please do not send original documents.

You will also need to let us have a postal or email address so that we can send you the information.

In most instances, we will provide the information to which you are entitled within one month of receipt of a valid request. Requests which are considered manifestly unfounded or excessive will be refused.

How we provide the information to you

We usually send a hard copy by special delivery post to your residential address or by email. We can make other arrangements in some cases. Please you can [email our Information Compliance Team](#) if you would like to agree alternative arrangements.

Reporting concerns about how we process your data

We are under a general duty to keep personal data and information confidential. Where we share information, we take all reasonable steps to keep it secure, use it fairly and ensure that data protection safeguards are in place. We use secure portals and encryption tools when necessary to ensure data in transit is protected.

If you have any concerns about the matters in this statement or the way we process your data, then you can you can [email our Information Compliance Team](#). You also have the right to lodge a complaint with the [Information Commissioner's Office](#).

Information sharing with third parties

[Sharing with the Law Society](#)

We follow policies recommended by the Law Society that set out and advise solicitors about how to collect, handle and keep information secure to ensure we meet our data protection obligations as well as how we maintain the confidentiality, accessibility and integrity of information we hold.

Suppliers and service providers

We use cloud-based providers who operate within the EU under suitable data protection arrangements and security controls in place in accordance with the requirements in GDPR.

We also store hard copy material in our archive .

We use SearchFlow to conduct Money Laundering checks where required.

We also share data with organisations who perform audit and assurance roles for us and those who provide professional advisory services. This includes legal, medical and other professional advisers; again, with whom we have arrangements to ensure their compliance with our requirements.

[Other regulators and enforcement agencies](#)

In appropriate cases, personal information will be disclosed to other regulators, the Legal Ombudsman, law enforcement or Government agencies where it is reasonable to do so and is not in any way in breach of our duties and obligations under the SRA Rules and the laws of England and Wales.

In most cases, we will tell the person whose information we hold that we are sending their information somewhere else.

Retaining personal information in our systems

We generally only keep **personal information** for as long as is reasonably required for the reasons explained in this privacy policy. We do keep certain transactional records - which may include **personal information** - for more extended periods if we need to do this to meet

legal, regulatory, tax or accounting needs. For instance, we're required to retain an accurate record of your dealings with us, so we can respond to any complaints or challenges you or others might raise later. We'll also retain files if we reasonably believe there is a prospect of litigation.

To support us in managing how long we hold your data and our record management, we maintain a data retention policy which includes clear guidelines on data deletion.

We may also retain personal information where we have identified a legal basis for doing so in an aggregated form which allows us to continue to develop/improve our products and services

Your right to complain

If you're not happy with the way we're handling your information, you have a right to make a complaint with your local data protection supervisory authority at any time. In the UK this is the [Information Commissioners Office \(ICO\)](#).

We ask that you please attempt to resolve any issues with us before contacting the **ICO**.

Contact us

If you have any questions about this privacy policy or how to exercise your rights please contact our Data Protection Officer at mail@tkdsolicitors.com.

If you'd like to submit a subject access request, please [fill out this form](#) or write to us at the above address.

Changes to this notice

We keep this notice under regular review.

Last updated 24 May 2018