

Our Firm's Privacy Policy

Personal Data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as: "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

How does our Firm use your information?

This privacy notice tells you how we will collect and use your personal data; primarily for providing legal services to you in accordance with the retainer we agree with you; for ensuring we comply with our professional rules concerning anti money laundering and conflict of interest checks; and for dealing with complaints. We may use your data for limited marketing purposes but your data is not passed on to third parties for this purpose, save for where we engage a third-party marketing agency to undertake marketing for our Firm.

Why do we need to collect and store your personal data?

In order for our Firm to provide you with legal services we need to collect personal data for the purpose of completing the transaction, drafting document(s) or resolving the dispute for which you have engaged our Firm for. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes, our Firm would only contact you with details of the legal services we provide, or with details of an event in which we are involved which might interest you.

Will your data be shared with anyone else?

We may pass your personal data on to third-party service providers contracted to our Firm in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service which they provide (eg, supporting our telephones or IT, transcription, dictation services, Counsel we may instruct). When they no longer need your data to fulfil this service, they will dispose of the details. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

How will our Firm use the personal data it collects from you?

Our Firm will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Our Firm is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will our Firm contact you?

Our aim is not to be intrusive, and we agree not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure. We will of course contact you in connection with the matter in which we are instructed. If we retain documents for you, then we may contact you regularly (usually no more than annually) in order to keep our database up to date. We may contact you occasionally, in relation to information about legal developments or services, which we think may interest you.

How can you find out about the personal data that our Firm holds about you?

At your request by completing a Subject Access Request Form, we can confirm what information we hold about you and how it is processed. If our Firm does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data.
- Contact details of our data protection controller.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of our Firm or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some

countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.

- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it was not collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will you need to provide in order to access this data / information?

Our Firm accepts a copy of two documents such as your birth certificate, passport, driving licence, official letter addressed to you at your address (e.g. bank statement, recent utilities bill or council tax bill). These ID documents will then allow you to access your data / information via the Subject Access Request Form.

Contact details of the Data Protection Controller

Mr Salmaan Islam

North Ford Solicitors

74 North Street

Romford

RM1 1DA

Telephone: 01708 745 609

Email: si@northfordsolicitors.com