



## **Privacy Notice – GDPR Compliant**

Please read the following information carefully. This privacy notice informs you of our policies regarding the collection, use, disclosure and storage of data. It also tells you who we share this information with, the security mechanisms we have in place to protect your data and how to contact us if you have a complaint.

This Privacy Policy sets out how LLS complies with European Union Data protection requirements, specifically those pursuant to the General Data Protection Regulation (“GDPR”), effective from 25<sup>th</sup> May 2018.

Our Data Protection Officer is Michael Taylor.

### **How and why do we collect information from you?**

We obtain information directly from you either during our discussions or when you have visited our website and completed forms to include your personal details such as your name, address, telephone number, email address and information relating to the service that you require. We will obtain your consent to use the data and explain for what purpose it will be used.

We will only use your personal information to

- Provide you with a service;
- Comply with our obligations to the regulators;
- Manage any queries or complaints you may have about the services you receive;
- Train and develop our staff;
- To introduce you to other professional service providers that can meet your needs;

### **Who will we share your personal information with?**

We have relationships with a number of approved panel solicitor firms who can meet your needs. Your details will be treated in strict confidence and we will only share your data if we have obtained your prior consent.

We may also share your information with other organisations as required in order to provide our services. These may include:

- Professional advisors including consultants, lawyers, bankers and insurers who provide us with consultancy, banking, legal, insurance and accounting services;
- Translation services (if necessary);
- IT systems or software providers who host our website and manage our systems;
- Fraud prevention agencies;

- Government organisations;
- Regulators and Ombudsman;

We do not allow any other organisation to use your data for their own purposes and only allow them to process your data for specified purposes by our instructions.

### **Transfer of personal data outside of the UK**

The firm will not transfer your personal data to any country outside of the United Kingdom.

### **Whether information has to be provided by you, and why?**

This personal information *Name, Address, Date of Birth, Contact Details, Information relating to the service you require* must be provided by you to us, to enable us to provide you with a service and act in accordance with our contract. When we collect information from you, we will inform you whether you are required to provide this information to us.

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

Where we need to collect personal data by law, or to provide a service and you fail to provide the data when requested, we may not be able to perform the service we have or are trying to enter into with you. In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

### **Panel Solicitors and Business Partners**

We will collect details such as your name, contact details and position within your organisation in order to contact you about your services, comply with our contractual obligations and to invoice you for amounts payable to us under our contract with you. We may also share personal data relating to panel solicitors with our business partners to facilitate the provision of services to our customers. We will keep your personal data for 6 years further to being provided with the services.

### **Suppliers**

We will collect details such as names, contact details, telephone numbers and bank details in order to contact you about goods or services ordered with you, to place further orders and to pay you for the goods and/or services supplied. Will keep your personal data for 6 years

### **Monitoring and Recording**

We monitor and record communications with you (such as telephone communications, text messages and emails) for the purposes of quality assurance, training, fraud prevention and compliance. We retain such information for a period of 12 months.

### **Your Rights**

Under the General Data Protection Regulation, you have a number of important rights that you can exercise free of charge. In summary, these rights are:

- Transparency over how we use your personal data and fair processing of your information;
- Access to your personal information and other supplementary information;
- Require us to correct any mistakes or complete missing information we hold on you;

- Require us to erase your personal information in certain circumstances;
- Receive a copy of the personal information you have provided to us or have this information be sent to a third party, this will be provided to you or the third party in a structured, commonly used and machine-readable format;
- Object at any time to processing of your personal information for direct marketing;
- Object in certain other situations to the continued processing of your personal information;
- Restrict our processing of your personal information in certain circumstances;
- Request not to be subject to automated decision making which produce legal effects that concern you or affect you in a significantly similar way;

If you want more information about your rights under the GDPR please see the Guidance from the Information Commissioners Office on [Individual's rights under the GDPR](#).

If you want to exercise any of these rights, please:

- Email us at [info@lawstore.co.uk](mailto:info@lawstore.co.uk)
- Write to us (for the attention of Michael Taylor, our Data Protection Officer)
- Provide other information so that we can identify you, for example Name, Contact Details, Case reference number, as we may need to contact you to request further information to verify your identity;
- Let us have proof of your identity and address;
- State the right or rights that you wish to exercise;

We will respond to you within 1 month from when we receive your request.

### **How long will we store your personal data?**

We will only keep your information for as long as necessary to complete the purposes we have described above. We use the following retention periods and review these periodically to make sure we are only keeping what we need:

- Call recordings, text messages and email communications - we will keep information about you and any information relating to your matter for a period of 12 months

### **Our Security**

The firm (s) have invested in processes, systems and controls to safeguard your data. We keep your information secure through:

- training all our staff on the importance of information security and the processes we have in place;
- annual reviews to help us to understand and manage emerging threats to information;
- policies and procedures that are enforced across the business;
- security functions in systems, to include password protection, virus protection, router firewall protection, access restriction;
- audits and checks on the performance of controls;
- risk management processes that identify and mitigate risks and threats to your information;

- encrypted backups taken periodically to make sure data is always available;
- password policies for any systems that hold data;
- administrative control and oversight of any systems or networks that hold data.

### **Future Processing**

We do not intend to process your personal information for any reason other than stated within this privacy notice. If this changes, we will inform you by emailing you if we hold these details on file or writing to your home address

### **How to make a complaint?**

We hope that you are happy with our service and that we/our Data Protection Officer can resolve any issues or complaints that arise. Please get in touch if you have any concerns (see 'Get in touch' below).

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where the alleged infringement of data protection laws occurred. The UK supervisory authority is the Information Commissioner's Office who can be contacted at <https://ico.org.uk/concerns/>.

### **Changes to our Privacy Policy**

We reserve the right to update this privacy policy at any time, and any changes we make to our privacy policy will be posted on this page. We encourage you to check this privacy policy from time to time for any updates or changes to this privacy policy. If we would like to use your previously collected personal data for different purposes than those we notified you about at the time of collection, we will provide you with notice and, where required by law, seek your consent, before using your personal data for a new or unrelated purpose. We may process your personal data without your knowledge or consent where required by applicable law or regulation.