

## **Privacy Notice**

Please read the following information carefully. This privacy notice contains information about what data we collect and store about you and why. It also tells you who we share this information with, the security mechanisms we have put in place to protect your data and how to contact us if you have a complaint.

### **Who we are?**

Mowll Ltd, trading as Mowll & Mowll Solicitors collects, uses and is responsible for personal information about you. When we do this we are the 'controller' of this information for the purposes of the General Data Protection Regulation and other applicable data protection laws.

### **Monitoring**

Some areas of our premises are equipped with CCTV. When in use, CCTV cameras are there for the protection of visitors and employees and third parties on the premises, and to protect against theft, vandalism and damage to goods and property on the premises. Generally, recorded images are routinely destroyed and are not shared with third parties unless there is a suspicion of a crime, in which case they may be turned over to the police or other appropriate government agency.

This is not meant to suggest that clients will be monitored or their actions subject to constant surveillance. It is meant to bring to your attention the fact that such monitoring may occur.

### **What do we do with your information?**

#### **Information collected by us**

We process personal information to enable us to provide legal services including advising and acting on behalf of our clients. We also process personal information in order to maintain our own accounts and records, promote our services and to support and manage our employees. We collect the following personal information that you provide to us:

- Contact details, telephone numbers, email addresses
- Personal details, including name, address, date of birth, national insurance number
- Information about your family, dependants or personal circumstances, for example marital status
- Lifestyle and social circumstances
- Goods and services
- Financial details
- The business of the person whose personal information we are processing
- Education and employment details

We also process sensitive classes of information that may include:

- Physical or mental health details
- Racial or ethnic origin
- Political opinions
- Religious or other beliefs

- Sexual life
- Trade union membership
- Offences and alleged offences
- Criminal proceedings, outcomes and sentences.

## **Basis for processing**

### **Where**

- It is necessary for the performance of our contract with you or to take steps at your request prior to entering into a contract
- It is necessary for us to comply with a legal obligation
- It is in our legitimate interest to do so
- It is necessary to protect the vital interests of you or of another natural person
- You have given us your consent (this can be withdrawn at any time by advising our compliance officer)

### **How we will use your data**

We may use your information for the following purposes:

- The provision of legal services including advising and acting on behalf of clients
- To maintain our accounts and records
- Promotions of goods and services
- To support and manage our employees

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

We sometimes need to share personal information we process with the individual him- or herself and also with other organisations. This data sharing enables us to advise and act on your behalf and comply with our legal obligations. What follows is a description of the types of organisations we may need to share some of the personal information we process.

- Barristers
- Family, associates or representatives of the person whose personal data we are processing
- Current, past or prospective employers
- Educators and examining bodies
- Healthcare professionals, social and welfare organisations
- Business associates
- Trade associations and professional bodies
- Suppliers and service providers
- Ombudsman and regulatory authorities
- Employment and recruitment agencies
- Complainants and enquirers
- Financial organisations
- Debt collection and tracing agencies
- Credit reference agencies
- Private investigators
- Courts and tribunals
- Central government

We will share personal information with law enforcement agencies if required by applicable laws.

We will not share your personal information with any other third parties without your consent.

### Transfers to third countries

It may be necessary to transfer your personal information outside the EEA or to an international organisation. Normally this will be necessary for the performance of your contract with us or for the exercise and defence of legal claims on your behalf. Sometimes we may transfer for other reasons and we will ensure that appropriate safeguards are in place at all times.

### Security arrangements

We shall ensure that all the information that you provide to us is kept secure using appropriate technical and organizational measures. We are Lexcel and CQS accredited. In the event of a personal data breach we have in place procedures to ensure the effects of such a breach are minimized and shall liaise with the ICO and with you as appropriate.

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

<b>We will normally keep your information throughout the period of time we do work for you and afterwards for a period of 6 years, however the following file types are exceptions to this rule:</b>	
<b>Case Type</b>	<b>Retention Period</b>
Property Matters	8 years for sale 12 years for purchase or minimum retention period required by Lender
Abortive Matters	3 years
Matrimonial / any matter involving a minor	6 years or until minor reaches 18, whichever is the longer
Litigation	6 years
Wills	6 years after date of death (+100 years)
Probate	12 years
Power of Attorney	12 years

### 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
- To require us to correct any mistakes or complete missing information we hold about you
- To require us to erase your personal information in certain circumstances
- To 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
- To object at any time to the processing of your personal information for direct marketing

- To object in certain other situations to the continued processing of your personal information
- To restrict our processing of your personal information in certain circumstances
- To request not to be subject to automated decision making which produces legal effects which 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, call or write to us for the attention of the Compliance Officer
- Let us have proof of your identity and address
- Provide other information so that we can identify you. We may need to contact you to request further information to verify your identity
- State the right or rights that you wish to exercise

We will respond to you within one month from receipt of your request.

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

We hope that you are happy with our service and that we 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 which can be contacted at <https://ico.org.uk/concerns/>.

### **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 in writing.

### **Changes to this privacy notice**

This privacy notice was published on 12<sup>th</sup> December 2018.

We constantly review our internal privacy practices and may change this policy from time to time. When we do we will inform you in writing.

### **Get in touch**

If you have any questions about this privacy notice or the information we hold about you, please contact our Compliance Officer.

### **Alternative formats**

If it would be helpful to have this notice provided in another format (for example: in another language, audio, braille) please contact us (see 'Get in touch' above).