

PRIVACY NOTICE

Introduction

Hensby Law Ltd is committed to protecting and respecting your privacy. We recognise the importance of the correct and lawful treatment of personal information. This Privacy Notice explains how Hensby Law Ltd (“we”) collects and uses any personal information about you.

Hensby Law Ltd is registered as a Data Controller with the Information Commissioners Office.

How and why we use your data

Our use of your personal data is subject to your instructions, data protection laws and our professional duty of confidentiality. We will use the information you provide primarily for the provision of legal services to you and the day-to-day running of our business. We will only process your personal data if we have a legal basis for doing so, including for the performance of our contract; compliance with legal and statutory obligations; and on the basis that it is in legitimate interests to do so by us or a third party, for example for accounts, debt collection and administration purposes. Where we request personal data to identify you for compliance with anti-money laundering regulations, we shall process such information only for the purposes of preventing money laundering or terrorist financing and for the execution of your instructions.

If you do not provide any personal data that we ask for and that we need to enable us to carry out your instructions, it may delay or prevent us from providing our services to you.

Information we collect, use and where we get it from

We collect and process various categories of personal information including basic information such as name and contact details, and information about financial circumstances and assets. You may also supply us with, or we may receive, special categories of information (or “sensitive”) personal data, such as information about your health or personal characteristics.

We collect most of the personal information we will hold from you directly via our registration process and throughout our relationship with you for the performance of our contract with you and in order to comply with our legal and regulatory obligations. However, we may also collect information from publicly accessible sources e.g. Companies House, directly from a third party e.g. client due diligence providers, from a third party with your consent e.g. a financial institution or advisor, via our website and via our information technology systems.

Where permitted by law, we may process information about criminal convictions and offences for specific and limited activities of: prevention or detection of an unlawful act; providing or obtaining legal advice; or establishing, exercising or defending legal rights.

Disclosure and sharing of personal data

We may have to share some or all of your information with Hensby Law’s directors, staff and consultants; with other professional and third parties in accordance with your instructions e.g. barristers, other solicitors, experts, Land Registry, mortgage lenders, financial advisers; and others who we may need to instruct to assist us with your matter in accordance with your instructions. If we are working with other professional advisers in relation to any matter handled by us on your behalf then, unless you instruct us otherwise, we shall assume that we may disclose your information to them.

We may also share and disclose personal data with third party processors, service providers, representatives and agents that we use to make our business more efficient including for our IT services and data storage/backup.

We may also be required to share your information with the Legal Ombudsman, the Solicitors Regulation Authority, our professional indemnity insurers/brokers and our auditors. Furthermore, if we, acting in good faith, consider disclosure to be required by law or the rules of any applicable governmental, regulatory or professional body.

Communicating with you

We may contact you for the performance of our contract by a variety of means including telephone, mobile phone, email and post. If at any point in the future you change your contact details, you should tell us promptly about these changes.

Marketing

Where it is in our legitimate interests, we may use your personal data to notify you by email, telephone, post or SMS about important legal developments and services which we think you may find valuable or for sending you invitations or similar marketing. You have the right to opt out of receiving direct marketing communications from us at any time by contacting our Data Compliance Manager using the contact details within this Notice or using the 'unsubscribe' link in any email marketing.

Your rights

You have certain rights in respect of the data we hold relating to you. You are entitled to a copy of the information we hold about you in a portable format or otherwise, to request rectification, erasure, or restriction of processing of the information we hold about you, and to object to processing or to automated decision making. Please note that the application of these rights vary according to the legal basis used to process your data. In certain circumstances we are required to retain copies of information we hold about you by other regulations. In this instance we will not be able to erase or modify the data.

If you believe that the information we hold is wrong or out of date, please let us know and we will update it accordingly.

In order to exercise these rights or if you have any concerns about our use of your personal information, please contact the Data Compliance Manager ("DCM") using the information at the end of this notice. Full details of these rights are also available on the Information Commissioner's website, www.ico.org.uk.

It is important to understand that in some cases, exercising your rights may mean that we are no longer able to provide you with legal services.

Security of your information

We store your information in hard copy and in electronic format. We use industry standard technical and organisational measures to protect your information from the point of collection to the point of destruction.

Internet communication, which includes email, is not secure. We cannot accept any responsibility for unauthorised access by a third party or for the loss, theft or modification of data while it is being sent by email. For security purposes we may monitor emails received or issued by us.

How long we keep your data

Personal data received by us will only be retained for as long as necessary to fulfil our engagement. Following the end of our engagement we will retain your information to enable us to respond to any queries, complaints or claims made by or on your behalf and to the extent permitted for legal, regulatory, fraud and other financial crime prevention and legitimate business purposes.

After this period, when it is no longer necessary to retain your personal data, we will securely delete or confidentially shred your data in accordance with our Terms of Business and Guide for Clients and the firm's File Retention Policy.

Changes to our Privacy Notice

We keep our privacy notice under review. We reserve the right to update this privacy notice at any time. We will always publish the latest version on our website, www.deibelandallen.co.uk/privacy.

How to contact us

If you have any further questions about this Privacy Notice or the personal information we hold about you please contact us at:

Data Compliance Manager, Alexandra Horner

Email to DCM@hensbylaw.co.uk or by post to the address below:

Hensby Law Ltd
20 Mulberry Lane
Goring by Sea
West Sussex
BN12 4NS

If you wish to raise a complaint on how we have handled your personal information, you can contact our Data Compliance Manager. We hope we can address any concerns you may have, but you can always contact the Information Commissioner's Office (ICO) at www.ico.org.uk.