

GARDNER ILIFF AND DOWDING PRIVACY NOTICE

1. Introduction

We are committed to protecting our client's privacy and we recognise the importance of the correct and lawful treatment of personal information which will only be used as set out in this Privacy Notice.

The purpose of this Notice is to set out how we collect and use any information given to us by our clients.

Should you have any questions about this privacy Notice or how we handle your personal information please contact Senior Partner Nicholas Dowding at nic.dowding@gidsolicitors.com or by post at 14/16 Wolverhampton Road, Cannock, Staffordshire. It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

We may change his Privacy Notice at any time by updating this page so you should therefore check the website from time to time to ensure you are aware of any charges.

2. Who are we?

Gardner Iliff and Dowding is a Firm based at 14/16 Wolverhampton Road, Cannock, Staffordshire WS11 1AN.

3. What information do we collect?

In order to act on your behalf it is necessary for us to compile and hold certain personal information about you such as your name and address, date of birth etc and in certain cases this may also include sensitive personal data such as medical records or financial information.

4. How do we use personal information?

The personal information we obtain from you will be used solely for the purpose of dealing with the matter for which you have instructed us to act on your behalf and in addition, on certain occasions, and subject to your consent, it may be used to market our own services to you but we will not use your information or pass it onto any other person for the purposes of them marketing further products or services to you.

5. What legal basis do we have for processing your personal data?

In processing your information we will rely upon the following legal grounds:-

- It is necessary for us to process your personal information to provide legal services to you by virtue of our contractual arrangement with you.
- We have an appropriate business need to process your personal information and such business need does not cause harm to you such as maintaining our business records and developing and improving our services.

- We have a legal or regulatory obligation to use such personal information. We need to use such personal information to establish, exercise or defend our legal rights.
- You have provided your consent to our use of your personal information including, where necessary, sensitive personal information.

In the event of you providing consent you may withdraw your consent at any time by telephone, email, letter or in person by contacting the Fee Earner who is acting for you or Nicholas Dowding whose details have been given in paragraph 1 above.

6. When do we share personal data?

Your data will be treated confidentially but in order to provide our services, prevent fraud and comply with legal and regulatory requirements we may need to share your information with the following third parties:-

- Regulators and authorised Statutory Bodies.
- An outside Agency in order to verify your identity.
- Fraud Prevention Agencies.
- Crime Prevention Agencies including the Police.
- Third parties carrying out a service on our or your behalf.
- Insurance providers where you have opted to buy insurance cover recommended by us.

7. Where do we store and process personal data?

Your personal data will be stored and processed on computers and manual filing systems housed at our premises at 14/16 Wolverhampton Road, Cannock, Staffordshire WS11 1AN. Computer records are password protected and manual data is only accessible to authorised personnel. All staff are responsible for ensure that any personal data which they hold is kept securely and not disclosed either orally or in writing or otherwise to any unauthorised third party.

8. Security

We have put in place measures to protect the security of your personal information from being accidentally lost, used or accessed in any unauthorised way. We are committed to ensuring that your personal information is secure and in order to prevent unauthorised access or disclosure we have put in place suitable physical electronic and managerial procedures to safeguard and secure personal information we collect from you and we will use our best efforts to ensure that no unauthorised parties have access to any of your personal information.

9. How long do we keep your personal data for?

A period of 6 years from the conclusion of any matter which we have dealt with on your behalf.

10. Your rights in relation to Personal Data.

Under the GDPR you have certain rights in respect of the processing of your personal information which may vary dependent upon the legal basis for collection of your personal information and the uses made of this personal information.

You have the right to be informed about how we use your personal information and this Notice discharges that obligation. However further rights may apply in different circumstances as set out below:-

- Right of access – you have a right to access a copy of the personal information that is held about you.
- Right of rectification – you have a right to correct personal information that is held about you if it is inaccurate or incomplete.
- Right to be forgotten. In certain circumstances you can ask for the personal information held about you to be erased although this is subject to a Regulatory Requirement to retain files for a period of 6 years from conclusion of the matter.
- Right to restrict processing – where certain conditions apply you have a right to restrict processing but please note this may then impact on our ability to provide you with our services.
- Right to data portability – you have the right to have the personal information held about you to be transferred to another organisation.
- Right to object. You have the right to object to certain types of processing such as marketing but please note we will only ever use your contact information for marketing purposes where you have provided express consent and this will be limited to marketing our own services
- Right to withdraw consent. In circumstances where you have provided your consent to the collection, processing and transfer of your personal information for a specific purpose you have the right to withdraw your consent at any time. In order to do so please contact Mr Nicholas Dowding, Gardner Iliff and Dowding 14/16 Wolverhampton Road, Cannock, Staffordshire WS11 1AN, tel 01543 431102, email nic.dowding@gidsolicitors.com.
- Write to complain. Should you wish to make a complaint about how your personal information is being processed you have the right to complain to Mr Nicholas Dowding, Gardner Iliff and Dowding 14/16 Wolverhampton Road, Cannock, Staffordshire WS11 1AN, tel 01543 431102, email nic.dowding@gidsolicitors.com or to the relevant supervisory authority which is the Information Commissioner's Office (ICO).