

# CLYDE CHAPPELL & BOTHAM

## PRIVACY POLICY

### 1. Introduction

Clyde Chappell & Botham is committed to protecting your personal information.

In this notice, references to 'we' or 'us' mean Clyde Chappell & Botham Solicitors.

This notice explains how we collect and use personal information about you for the purposes of operating our website, informing you of our commitment to the UK Data Protection Act 2018 and the EU General Data Protection Regulation 2018 (GDPR).

### 2. Who we are

Clyde Chappell & Botham are a firm of Solicitors.

Our registered office is 97-99 Weston Road, Meir, Stoke-on-Trent, ST3 6AJ.

Our firm does not currently have a dedicated data protection officer, due to the size of our business, but if you have any questions or queries regarding data protection you can contact either partner who will be happy to assist you.

### 3. Data Categories

We may collect various categories of personal data about you.

This is usually information such as your name and contact information. This could include, but is not limited to:

- Your name
- Postal Address
- E-Mail Address
- Telephone Number
- National Insurance Number
- Passport Details/Driving Licence Number
- Bank Account Details
- Country of Domicile
- Information relating to your financial situation, such as copies of bank statements or results of bankruptcy searches
- Information regarding your family or personal circumstances
- Any other information that is reasonably required to enable us to carry out your instructions

### 4. How your data is collected

We may collect personal information about you via a number of sources:

- You may provide information to us when you first contact us. This could be by telephone, email, fax, letter, electronic communication such as a website contact form, or in person.
- We may receive information from third parties you may have instructed, such as Estate Agents, Financial Advisors, Mortgage Brokers, and Financial Institutions such as Banks or Building Societies.
- From publically accessible sources of information.

### 5. Use of Personal Information

Our primary reason for asking you to provide personal data is to enable us to represent you and carry out your legal work (clients) or to respond to requests for information (for example, providing a quote).

The information may be used to:

- Provide you with advice and carry out your instructions
- Communicate with you throughout the duration of your matter
- Verify your identity
- Establish proof of funding at the start of a conveyancing matter
- Detect or prevent fraud
- Maintain a financial record of your transaction
- Make a payment to you, or on your behalf during a transaction
- To provide you with any other information that you request from us
- To carry out our obligations arising from any contracts entered into between you and us
- To comply with our legal and professional responsibilities

## **6. Disclosure of Data**

It may be necessary to disclose some of your personal data to third parties outside of our firm. Some examples might include:

- Other solicitors involved in your matter
- HM Land Registry
- HM Revenue & Customs
- Office of the Public Guardian
- Financial Institutions involved in mortgage finance
- Our professional indemnity insurers and any appointed solicitors who may represent our interests in the event of a claim made against us
- Our card payment processor, Barclays Merchant Services

Solicitors are under a professional and legal obligation to keep the affairs of the client confidential. This obligation however is subject to a statutory exception: recent legislation of money laundering and terrorist financing has placed Solicitors under a legal duty in certain circumstances to disclose information to the Serious Organised Crime Agency. Where a Solicitor knows or suspects that a transaction on behalf of a client involves money laundering, the Solicitor may be required to make a money laundering disclosure. If, while we are acting for you, it becomes necessary to make a money laundering disclosure, we may not be able to inform you that the disclosure has been made, or the reason for it.

All advice given to clients is entirely confidential but:

Money laundering regulations may require disclosure of confidential information by law. We accept no responsibility for any loss arising from compliance with the Money Laundering Provisions of the Proceeds of Crime Act 2002 and amending legislation howsoever caused.

The Solicitors Regulation Authority and other supervisory bodies may call for a file which is the subject of a complaint.

A court order can compel disclosure of confidential material in certain circumstances

As part of our continuing commitment to providing a high quality of service to all our clients, Clyde Chappell & Botham maintains accreditation the Law Society's Conveyancing Quality Scheme. The audit procedure laid down by this scheme may require examination of the client's confidential files from time to time under strictly controlled circumstances and only to duly appointed and qualified individuals. Acceptance of our terms and conditions by any client is deemed to include consent to such a disclosure, which may be withdrawn by you in writing at any time.

## **7. Retention and Storage of Data**

Data is held on site, on computer or in files.

We will retain files for a minimum of seven years, unless the particular case type requires that they be retained for longer.

All our files are retained on-site.

Wills, Deeds or Lasting Powers of Attorney are retained securely and for an indefinite period.

Requests for quotes are stored for a maximum period of six months before they are securely destroyed.

## **8. Your Rights**

You have the right to:

- Request a copy of the personal information we hold about you
- To correct any inaccurate data that we may hold about you
- To ask us not to send you marketing communications
- Request that we erase your personal data from our records. Please note that any requests made would be subject to our obligations to our regulatory bodies, our insurers or any third parties you have requested be involved in any matter we have dealt with for you
- Request that any data we hold about you be transferred to another organisation

To request a copy of the personal information we hold about you, please send your request in writing to one of the partners and we will respond within one month. We will not charge for this service, unless the request is manifestly unfounded or excessive. We will also require you to prove your identity before any information can be released.

If you think that any of the information we hold about you is incorrect or incomplete, please let us know in writing so that we may update our records.

## **9. Visitors to our website**

When someone visits our website, we use Google Analytics to collect standard internet log information.

This information is processed in a way that does not disclose any personal identifiable information to us.

## **10. Cookies Policy**

Our cookies policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the Service, your choices regarding cookies and further information about cookies.

### **What are cookies?**

Cookies are small pieces of text sent by your web browser by a website when you visit. A cookie file is stored in your web browser and allows the service or a third-party to recognize you and may your next visit easier and the service more useful to you.

Cookies can be “persistent” or “session” cookies.

### **What are your choices regarding cookies?**

If you'd like to delete cookies and instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.