

**Privacy Policy**

We take your privacy very seriously. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share your personal data. It also explains your rights in relation to your personal data and how to contact us or supervisory authorities in the event you have a complaint.

This privacy policy does not apply to any third party websites that may have links to our own website.

Clients of this firm should read this policy alongside our general terms and conditions, which provide further information on confidentiality.

When we use your personal data we are regulated under the UK General Data Protection Regulation. We are also subject to the EU General Data Protection Regulation (EU GDPR) in relation to services we offer to individuals in the European Economic Area (EEA). Our use of your personal data is subject to your instructions, the GDPR, other relevant UK and EU legislation and our professional duty of confidentiality.

**Key terms**

It would be helpful to start by explaining some key terms used in this policy:

We, us, our	Mullis & Peake LLP and our group companies
Personal data	Any information relating to an identified or identifiable individual
Special category personal data	Personal data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership Genetic and biometric data Data concerning health, sex life or sexual orientation

**Personal data we collect about you**

The table below sets out the personal data we will or may collect in the course of advising and/or acting for you.

<b>Personal data we will collect</b>	<b>Personal data we may collect depending on why you have instructed us</b>
Your name, address and telephone number Information to enable us to check and verify your identity, e.g. your date of birth or passport details Electronic contact details, e.g. your email address and mobile phone number Information relating to the matter in which you are seeking our advice or representation	Your National Insurance and tax details Your bank and/or building society details Details of your professional online presence, e.g. LinkedIn profile Details of your spouse/partner and dependants or other family members, e.g. if you instruct us on a family matter or a will Your employment status and details including salary and benefits, e.g. if you instruct us on matter related to your

Personal data we will collect	Personal data we may collect depending on why you have instructed us
<p>Information to enable us to undertake a credit or other financial checks on you</p> <p>Your financial details so far as relevant to your instructions, e.g. the source of your funds if you are instructing on a purchase transaction</p> <p>Information about your use of our IT, communication and other systems, and other monitoring information</p>	<p>employment or in which your employment status or income is relevant</p> <p>Details of your pension arrangements, e.g. if you instruct us on a pension matter or in relation to financial arrangements following breakdown of a relationship</p> <p>Your employment records including, where relevant, records relating to sickness and attendance, performance, disciplinary, conduct and grievances (including relevant special category personal data), e.g. if you instruct us on matter related to your employment or in which your employment records are relevant</p> <p>Your racial or ethnic origin, gender and sexual orientation, religious or similar beliefs, e.g. if you instruct us on discrimination claim</p> <p>Your trade union membership, e.g. if you instruct us on discrimination claim or your matter is funded by a trade union.</p> <p>Personal identifying information, such as your hair or eye colour or your parents' names, e.g. if you instruct us to incorporate a company for you.</p> <p>Your medical records, e.g. if we are acting for you in a personal injury claim <b>or for court of protection purposes.</b></p>

This personal data is required to enable us to provide our service to you. If you do not provide personal data we ask for, it may delay or prevent us from providing services to you.

### How your personal data is collected

We collect most of this information directly from you, however, we may also collect information:

- from publicly accessible sources, e.g. Companies House or HM Land Registry;
- directly from a third party, e.g.:
  - sanctions screening providers;
  - credit reference agencies;
  - client due diligence providers;
- from a third party with your consent, e.g.:
  - your bank or building society, another financial institution or advisor;
  - consultants and other professionals we may engage in relation to your matter;
  - your employer and/or trade union, professional body or pension administrators;
  - your doctors, medical and occupational health professionals;
- via our website—we use cookies on our website (for more information on cookies, please see our [cookies policy](#))
- via our information technology (IT) systems, e.g.:
  - case management, document management and time recording systems;
  - automated monitoring of our websites and other technical systems, such as our computer networks and connections, CCTV and access control systems, communications systems, email and instant messaging systems.

## How and why we use your personal data

Under data protection law, we can only use your personal data if we have a proper reason for doing so, e.g.:

- to comply with our legal and regulatory obligations;
- for the performance of our contract with you or to take steps at your request before entering into a contract;
- for our legitimate interests or those of a third party; or
- where you have given consent.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

The table below explains what we use (process) your personal data for and our reasons for doing so:

<b>What we use your personal data for</b>	<b>Our reasons</b>
To provide legal services to you	For the performance of our contract with you or to take steps at your request before entering into a contract
<p>Conducting checks to identify our clients and verify their identity</p> <p>Screening for financial and other sanctions or embargoes</p> <p>Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business, e.g. under health and safety regulation or rules issued by our professional regulator</p> <p>Preventing and detecting fraud against you or us</p> <p>To enforce legal rights or defend or take legal proceedings</p>	To comply with our legal and regulatory obligations
Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies	To comply with our legal and regulatory obligations
Ensuring internal business policies are adhered to, e.g. policies covering security and internet use	For our legitimate interests or those of a third party, i.e. to make sure we are following our own internal procedures so we can deliver the best service to you
Operational reasons, such as improving efficiency, training and quality control	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you at the best price
Ensuring the confidentiality of commercially sensitive information	<p>For our legitimate interests or those of a third party, i.e. to protect our intellectual property and other commercially valuable information</p> <p>To comply with our legal and regulatory obligations</p>

<b>What we use your personal data for</b>	<b>Our reasons</b>
Statistical analysis to help us manage our practice, e.g. in relation to our client base, work type or other efficiency measures	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you at the best price
Preventing unauthorised access and modifications to systems	For our legitimate interests or those of a third party, i.e. to prevent and detect criminal activity that could be damaging for us and for you  To comply with our legal and regulatory obligations
Updating client records	For the performance of our contract with you or to take steps at your request before entering into a contract  To comply with our legal and regulatory obligations  For our legitimate interests or those of a third party, e.g. making sure that we can keep in touch with our clients about existing and new services
Statutory returns	To comply with our legal and regulatory obligations
Ensuring safe working practices, staff administration and assessments	To comply with our legal and regulatory obligations  For our legitimate interests or those of a third party, e.g. to make sure we are following our own internal procedures and working efficiently so we can deliver the best service to you
Marketing our services and those of selected third parties to: —existing and former clients; —third parties who have previously expressed an interest in our services; —third parties with whom we have had no previous dealings.	For our legitimate interests or those of a third party, i.e. to promote our business to existing and former clients
External audits and quality checks, e.g. for Lexcel, ISO or CQS accreditation and the audit of our accounts	For our legitimate interests or those of a third party, i.e. to maintain our accreditations so we can demonstrate we operate at the highest standards  To comply with our legal and regulatory obligations

The above table does not apply to special category personal data, which we will only process with your explicit consent, where the processing is necessary to protect your (or someone else's) vital interests where you are physically or legally incapable of giving consent; where the processing is necessary to

establish, exercise or defend legal claims; or where the processing is necessary for reasons of substantial public interest.

### **Promotional communications**

We may use your personal data to send you updates (by email, text message, telephone or post) about legal developments that might be of interest to you and/or information about our services, including exclusive offers, promotions or new services.

We have a legitimate interest in processing your personal data for promotional purposes (see above '**How and why we use your personal data**'). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.

We will always treat your personal data with the utmost respect and never share it with other organisations for marketing purposes.

You have the right to opt out of receiving promotional communications at any time by:

- contacting us by emailing [joannebriton@mplaw.co.uk](mailto:joannebriton@mplaw.co.uk)
- using the 'unsubscribe' link in emails

We may ask you to confirm or update your marketing preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

### **Who we share your personal data with**

We routinely share personal data with:

- professional advisers who we instruct on your behalf or refer you to, e.g. barristers, medical professionals, accountants, tax advisors or other experts;
- other third parties where necessary to carry out your instructions, eg your mortgage provider or HM Land Registry in the case of a property transaction or Companies House;
- courts and HMRC;
- credit reference agencies;
- our insurers and brokers;
- our IT providers
- external auditors, e.g. in relation to ISO, Lexcel or CQS accreditation and the audit of our accounts;
- our bank;

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers relating to ensure they can only use your personal data to provide services to us and to you.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

We may also need to share some personal data with other parties, such as potential buyers of some or all of our business or during a re-structuring. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations.

### **Where your personal data is held**

Information may be held at our offices and those of our third party agencies, service providers, representatives and agents as described above (see '**Who we share your personal data with**').

Some of these third parties may be based outside the European Economic Area. For more information, including on how we safeguard your personal data when this occurs, see below: '**Transferring your personal data out of the EEA**'.

## How long your personal data will be kept

We will keep your personal data after we have finished advising or acting for you. We will do so for one of these reasons:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly;
- to keep records required by law;
- as required by the Solicitor's Regulatory Authority (SRA).

We will not retain your data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of data.

As a general rule, we will keep your personal data for at least 12 years from the conclusion of your matter, in case you, or we, need to bring or defend any complaints or claims.

When it is no longer necessary to retain your personal data, we will delete it.

## Transferring your personal data out of the EEA

To deliver services to you, it is sometimes necessary for us to share your personal data outside the European Economic Area (EEA), e.g.:

- with your and our service providers located outside the EEA;
- if you are based outside the EEA;
- where there is an international dimension to the matter in which we are advising you.

These transfers are subject to special rules under European and UK data protection law.

These non-EEA countries do not have the same data protection laws as the United Kingdom and EEA. We will, however, ensure the transfer complies with data protection law and all personal data will be secure.

If you would like further information please contact us (see 'How to contact us' below).

## Your rights

You have the following rights, which you can exercise upon request:

Access	The right to be provided with a copy of your personal data
Rectification	The right to require us to correct any mistakes in your personal data
To be forgotten	The right to require us to delete your personal data—in certain situations
Restriction of processing	The right to require us to restrict processing of your personal data—in certain circumstances, e.g. if you contest the accuracy of the data
Data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations
To object	The right to object: —at any time to your personal data being processed for direct marketing (including profiling); —in certain other situations to our continued processing of your personal data, e.g. processing carried out for the purpose of our legitimate interests.

Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you
---	--

For further information on each of those rights, including the circumstances in which they apply, please contact us or see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us. See below: '**How to contact us**'; and
- let us have enough information to identify you (*e.g. your full name, address and client or matter reference number*);
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know what right you want to exercise and the information to which your request relates.

We will request that you fill out a form so that we can, where possible, identify the data you require.

### Keeping your personal data secure

We have appropriate security measures to prevent personal data from being accidentally lost or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

### How to complain

We are committed to meeting the highest quality standards in the delivery of services and handling data for you. We take any problems that do arise in relation to this extremely seriously and aim to ensure that any complaints clients may have are identified quickly and dealt with thoroughly in accordance with this procedure.

It is important to us that we provide services of the highest quality to all our clients. We aim to ensure that any complaints that clients have in relation to their data are identified and dealt with in accordance with this procedure. This procedure enables you to bring your complaint in relation to your data to our attention in a way in which we can work together to try and resolve it to your satisfaction.

**If you are unhappy with the way your data has been processed or handled, please raise your concerns initially with the person who is handling your case. If this does not result in a satisfactory outcome or if you feel the issue needs to be dealt with at a more senior level you should raise it with your Client Relationship Member whose name will have been given to you in our initial communications with you.**

**If you are not sure who the appropriate Client Relationship Member is you should ask the fee earner who has been advising you to give the name of the Member who will be dealing with your complaint.**

**Although it is not essential, it would be helpful if you could provide details of your concerns in writing. This can be in the form of a letter, an email or a note which can be discussed at a subsequent meeting if necessary.**

## What happens next?

1. We will acknowledge receipt of your complaint in relation to data and set out our understanding of it and, if appropriate, request further clarification from you. At the same time, we will confirm to you the identity of the person dealing with your complaint.
2. If the complaint is straight forward, we will respond to your suggestions for resolving it to our mutual satisfaction within 28 days of acknowledging receipt of your complaint or any clarification sent to us.
3. If the complaint cannot be dealt with as set out in paragraph 2, we will investigate your complaint and this may involve one or more of the following steps:
  - (a) the person who has been processing, handling, dealing with your data will be asked to provide a response to your complaint;
  - (b) the file of the person who acted for you will be examined by the Client Relationship Member if necessary and the person acting for you may be asked to provide such information as the person carrying out the investigation may request;
  - (c) we may ask you, others or third parties involved with your data to provide us with further information.

This process may take a little while, particularly if your data is bulky or complex, but we will make every effort to complete our investigation as soon as possible. If for some reason it is not possible to complete the investigation within 28 days we will let you know this and will give an indication as to when we anticipate the investigation will be completed.

Once we have completed our investigation we will write, telephone you, or invite you in to a meeting with a detailed response to your complaint and with our suggestions as to how the matter can be resolved to our mutual satisfaction.

If you are still dissatisfied with our response to your complaint you can ask for your complaint to be reviewed. This will normally be done by a designated Complaints Relationship Member in partnership with the Privacy Officer unless that person has been involved in the earlier stages of the complaint. If it is not appropriate for the designated Complaints Relationship Member and Privacy Officer to deal with your complaint than another senior designated Member will carry out the review.

We hope that we can resolve any query or concern you may raise about our use of your information.

You may also have the right to lodge a complaint with the Information Commissioner (the UK data protection regulator).

The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

## Updating your personal data

We take reasonable steps to ensure your personal data remains accurate and up to date. To help us with this, please let us know if any of the personal data you have provided to us has changed, e.g. your surname or address

## Changes to this privacy policy

This privacy policy was published on 9<sup>th</sup> May 2018 and last updated on 28 July 2024

We may change this privacy policy from time to time.

## How to contact us

Please contact us and/or by post, email or telephone if you have any questions about this privacy policy or the information we hold about you.

Our contact details are shown below:

<b>Our contact details</b>	<b>Privacy Officer's contact details</b>
Mullis & Peake LLP 8-10 Eastern Road Romford Essex RM1 3PJ 01708 784000	<b>Shelley Fitzpatrick</b> <b>01708 7840420</b> <b>shelleyfitzpatrick@mplaw.co.uk</b>