



## Privacy Notice – An Overview of How we Collect and Use Your Information

This document covers:

- The types of information we collect about you.
- How we collect and use it.
- Who we might share it with.
- The steps we will take to make sure it stays private and secure.
- Your rights to your information.
- How long we keep your information for.

### About Hartlaw LLP

Hartlaw LLP is a Limited Liability Partnership registered at Companies House in Cardiff under registration number 0C318829. The owners of Hartlaw LLP are, strictly speaking, known as “Members”. However, we use the word “Partner” to refer to a member of the LLP, or an employee of equivalent standing and qualification.

Our contact details are as follows:

- 63 St. James Street, Wetherby, LS22 6RS
- Telephone number: 01937 586222

Our Data Protection Lead is Rebecca Smith, direct dial telephone number 01937 547034, email [rebecca@hartlaw.co.uk](mailto:rebecca@hartlaw.co.uk).

### What Personal Data We Collect About You

“Personal Data” means any information relating to an identified or identifiable natural person. An identifiable person is one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, or location data.

### How We Collect Your Personal Data

We collect information about you from different places including:

- directly from you,
- from a third party acting on your behalf e.g. an estate agent, broker or bank, or
- from other parties involved in your case.

### How We Use Your Personal Data

We will use it to provide legal services which you have requested and other purposes e.g.

- to confirm your identity and address,
- to carry out your instructions,
- to improve our services through client feedback questionnaires,
- updating and enhancing client records,
- analysis to help us manage our practice statutory returns, or
- legal and regulatory compliance.

We will only use your information to carry out our retainer with you, fulfilling a legal obligation, or because we have a legitimate business interest.

We may also use your Personal Data to contact you by letter, telephone or e-mail about our services including seminars and newsletters which we may feel may be of interest to you. By instructing us to act on your behalf and ticking the box on the Confirmation of Instructions Form you agree to our using your Personal Data in this way. Should you no longer wish to be contacted in this way, please inform the fee earner in charge of your matter.

### When Your Personal Data Is Shared

We only share your data in performance of the legal work you have instructed us to carry out on your behalf.

We will only share the Personal Data we hold with third parties, such as our service providers if:

- a) they have a need to know the information for the purpose of providing the contracted service (for example Counsel or expert witnesses);
- b) sharing the Personal Data complies with our Data Protection Policy, and if required, your consent has been obtained;
- c) the third party has agreed to comply with the required data security policies and procedures and put adequate security measures in place;
- d) the transfer complies with any applicable cross border transfer restrictions;
- e) where required, a fully executed and written contract that contains GDPR approved third party clauses has been obtained; or
- f) required to do so by a Court of competent jurisdiction or a regulator.

### Do We Transfer Your Personal Data Outside the European Economic Area (EEA)?

In some instances it may be necessary to transfer your Personal Data outside the EEA, for instance if we are instructing agents outside the EEA as part of the provision of our legal services to you.

We will only do so if one of the following conditions applies:

- a) the European Commission has issued a decision confirming that the country to which we transfer the Personal Data ensures an adequate level of protection for your rights and freedoms;
- b) appropriate safeguards are in place such as binding corporate rules, standard contractual clauses approved by the European Commission, an approved code of conduct or a certification mechanism;
- c) you have provided your explicit consent to the proposed transfer after being informed of any potential risks; or
- d) the transfer is necessary for one of the reasons set out in the General Data Protection Regulations (GDPR) including the performance of the contract between us, reasons of public interest or to establish exercise or defend legal claims or to protect your vital interests where you are physically or legally incapable of giving consent and, in some limited circumstances for our legitimate interest.

### Your Rights and Requests

You have rights when it comes to how we handle your Personal Data. These include rights to:

- a) withdraw your consent at any time which may result in the cancellation of our retainer;
- b) receive certain information about the Data Controller's Processing activities;
- c) request access to your Personal Data that we hold;
- d) prevent our use of your Personal Data for direct marketing purposes;
- e) ask us to erase your Personal Data if it is no longer necessary in relation to the purpose for which it was collected or processed or to rectify inaccurate data or to complete incomplete data;
- f) restrict processing in specific circumstances;
- g) challenge processing which has been justified on the basis of our legitimate interests;
- h) request a copy of an agreement under which Personal Data is transferred outside the EEA;
- i) prevent processing that is likely to cause damage or distress to you or anyone else;
- j) be notified of a Personal Data breach which is likely to result in high risk to your rights and freedoms;
- k) make complaints to our regulatory authority (the Solicitors Regulatory Authority (SRA)); and
- l) in limited circumstances, receive or ask for your Personal Data to be transferred to a third party in a structured, commonly used and machine readable format.

We will verify the identity of an individual requesting data pursuant to any of the rights listed above.

Should you wish to exercise any of the above rights you should contact the fee earner dealing with your matter or Rebecca Smith.

### How Long Do We Keep Your Personal Data?

We are not able to keep your Personal Data in an identifiable form for longer than is necessary for the purposes for which the data is processed.

We propose to retain information on closed files in a digital format for a period of up to 12 years from the date on which the file is closed. The decision to adopt this period has been taken after taking account of guidance by the SRA and the Law Society, discussions with indemnity insurers, independent advice on

the effect of GDPR and analysis of the length of time for which it is in the best interest of clients to keep that information accessible. It takes account of current contractual arrangements with clients and defence of potential claims against the practice.

#### How Do We Keep Your Personal Data Secure?

We require our staff and any third parties who carry out work for us to comply with appropriate compliance policies for the protection and security of your Personal Data.

We use appropriate firewall software and Internet Security Software to keep your Personal Data safe.

#### End of Policy

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