

## **Palmers Solicitors Privacy Policy.**

### **Introduction**

Welcome to the Palmers Solicitors privacy notice.

Palmers respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data and tells you more about your privacy rights and how the law protects you.

### **1. Important information and who we are**

#### **Purpose of this privacy notice**

This privacy notice aims to give you information on how Palmers collects and processes any personal data that we obtain about you. This may be when:

- a. we provide legal services to you or your organisation
- b. you or your organisation are a counterparty of our clients;
- c. you use this website or our online services;
- d. you request information from us; or
- e. you apply for any position with us.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

#### **Controller**

Palmers Solicitors, Kingston upon Thames LLP t/as Palmers Solicitors is the controller and responsible for your personal data (collectively referred to as “Palmers”, “we”, “us” or “our” in this privacy notice).

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise *your legal rights*, please contact the data privacy manager using the details set out below.

### **Contact details**

Our full details are:

Full name: Palmers Solicitors, Kingston upon Thames LLP

Email address: [enquiries@palmerssolicitors.co.uk](mailto:enquiries@palmerssolicitors.co.uk)

Postal address: 89/91 Clarence Street, Kingston upon Thames, Surrey, KT1 1QY

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

### **Changes to the privacy notice and your duty to inform us of changes**

This version was last updated on 1<sup>st</sup> January 2021. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

### **Third-party links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

### **If you fail to provide personal data**

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

## **2. How is your personal data collected?**

We use different methods to collect data from and about you including through:

**Direct interactions.** You may give us, or we may receive, your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email, meetings or otherwise, or that which is obtained or created in relation to the professional services we provide. This includes personal data you provide when you:

- a. provide instructions;
- b. apply for our services;
- c. create an account with us;
- d. subscribe to our service or publications;
- e. request marketing to be sent to you;
- f. enter a survey;
- g. correspond with us; or
- h. give us some feedback.

**Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.

### **Marketing**

We strive to provide you with choices regarding certain personal data uses.

### **Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

### **Change of purpose**

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with

the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

### **3. Data retention**

#### **How long will we retain your personal data?**

We will retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, insurance, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

### **4. Your legal rights**

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These are where you:

- *Request access to your personal data.*
- *Request correction of your personal data.*
- *Request erasure of your personal data.*
- *Object to processing of your personal data.*
- *Request restriction of processing your personal data.*
- *Request transfer of your personal data.*
- *Exercise your right to withdraw consent.*

If you wish to exercise any of the rights set out above, please contact us.

**No fee usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances. This does not extend to physical retrieval of files or paper or titles documents which will incur additional fees.

**What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

**Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Thank you.