

## **Privacy Policy**

### **Introduction**

We, Clay Lane Legal Ltd (we, us, our, The Firm) must tell you what to expect when we collect personal information that belongs to you. We are committed to securing your personal data and ensuring that it is always safeguarded.

We retain personal information if we need to meet our legal and operational requirements.

This privacy policy contains important information for you. We will explain the following for the purposes of clarity.

- 1.1 the type of personal information we collect
- 1.2 How we use this personal information
- 1.3 How we keep your personal data secure
- 1.4 How long we hold your personal information
- 1.5 Your rights in relation to how we store your personal information
- 1.6 How you may contact us or our regulators

### **The Type of Personal Information We Collect**

The type of information that we collect about you is varied depending on your matter, transaction and query. The information may include:

- a. Your name
- b. Your contact details, residence, email and telephone number
- c. Identification such as drivers licence, passport, proof of current address
- d. Your date of birth
- e. Previous addresses
- f. Your national insurance number

Some information is defined in the GDPR as sensitive personal data. This is information about you which relates to:

- a. Your ethical or ethnic origin
- b. Your political opinions
- c. Your religious beliefs or other beliefs of a similar value
- d. Your membership of a trade union
- e. Any physical or mental health condition
- f. Your sexual orientation
- g. The commission or alleged commission by you of any offence

Should we collect any data relating to you it will only be collected where it is lawful that we do so. We may need your consent to use or share it. However, in some cases it may be lawful for us to share this information without your consent.

You have the right to object to us using your data on grounds relating to your situation.

### **How we use this personal information**

We obtain and collect your information through various procedures when assisting you and acting on your behalf. Your information is collected under the three main principles. performance, compliance and to protect your vital interests. As set out:

- Initial contact and call back requests – in order the relevant staff member may contact you
- When opening new files – to act compliantly and to ensure we can contact you.
- Information collected to contact you- required as ongoing information
- Debt collection for non-payment of invoices – to keep in contact with you and possibly forward details to other agencies, Court, Bailiffs
- Enquiries that pass through our website and ask for general help – to contact and assist you.
- Others may provide us with your information, i.e. estate agents, undertakers, Will schemes – to be used during your case. To contact you.
- Enquiries made when seeking job vacancies – contact details and information required for selection.

### **How we keep your personal data secure**

Your personal data will always be kept secure and held at our offices, third party agencies, service providers and agents that we use.

Internally we have systems and staff training that retain your information safely and securely. All staff have confidentiality obligations. Should there be a suspected breach or a breach you will be notified, and we may notify the appropriate regulator.

Much information received or processed is via the internet. We cannot guarantee the security of any data transmitted to us via our website or emails. These methods of providing your data should be used at your risk.

### **How long we hold your personal information**

We will keep personal information for as long as necessary to ensure that we fulfil our regulatory obligations and regulatory duties in the public interest.

We will ensure that we will ensure that your data is not held for longer than necessary. The length of time the information is held is dependent on the reason as to why it is held. For example, financial, identification or archiving purposes.

We will review the data that we hold periodically to ensure it is current, and we may lawfully continue to hold the data.

### **Your rights in relation to how we store your personal information**

GDPR regulations set out the rights you have regarding your information that we have collected. These can be found in guidance produced by the Information Commissioners Office.

Your rights are:

- Right of Access – this includes confirmation of how we process your information, with whom it is shared and how long it is retained.
- Right to Rectification – Putting right any inaccurate information.
- Right to erase- The right to be forgotten, we may delete all information being held by you.
- Right to restrict processing- this is your right in certain circumstances.
- Right to data portability- your right to receive your information in a particular manner.
- Right to object- Your right to object to your information being used
- Right not to be subject to automated decision making- not to be part of automatic processing which creates a decision that affects you.

Should you wish to exercise any of these rights you must contact us in writing or via a third party acting on your behalf.

### **How you may contact us or the regulators**

Should you have any queries regarding the collection, use or storage of your personal data you may contact us on:

[info@claylanelegal.co.uk](mailto:info@claylanelegal.co.uk) Clay Lane Legal Ltd, 57 Market Street, Clay Cross, Chesterfield, S45 9QJ, 01246 959969

Alternatively, should you wish to make a complaint regarding our use of your personal data you may contact the Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, 0303 123 1113 or <https://ico.org.uk/>

