

PRIVACY POLICY

1 Intended purposes for processing

Woodstock Legal Services take data privacy seriously. Please read this privacy policy carefully to understand what will happen to any personal data that we hold about you. This information is written for clients of our firm (or anyone who becomes a client). For the purposes of applicable data protection law (in particular the General Data Protection Regulation (EU) 2016/679 (the "GDPR")), your data will be controlled by Woodstock Legal Services Limited.

2 How you can contact us

If you have any questions or concerns about this Privacy Policy or how we process personal data, please contact us as follows:

Woodstock Legal Services
11 Haven Road
Poole
BH13 7LE
Contact@woodstocklegalservices.co.uk

Our Director, Carly Jermyn can be contacted directly here:
C.Jermyn@woodstocklegalservices.co.uk

3 Personal data that we collect

In order to provide you with legal services, for the administration of our files and records and, if you agree, to enable us to send you information about other services Woodstock Legal Services offers, we will be processing (using and storing) your personal data.

We collect and process the following personal data from you:

- **Identity and Contact Data**, which may include your name, address, telephone number, date of birth, marital status, passport number, employment history, educational or professional background, tax status, employee number, job title and function, and other personal data concerning your preferences relevant to our services;
- **Financial and Payment Data**, which may include your bank account and other data necessary for processing payments and fraud prevention, including credit/debit card numbers, security code numbers and other related billing information;
- **Business Information**, which may include information provided in the course of the contractual or client relationship between you or your organisation and Woodstock Legal Services, or otherwise voluntarily provided by you or your organisation;
- **Information relevant to our legal advice**, which may include personal data relevant to any dispute, grievance, investigation, arbitration, or other legal advice we have been asked to provide to our client;
- **Profile and Usage Data**, which may include passwords to Woodstock Legal Services website or password protected platforms or services, your preferences in receiving marketing information from us, your communication preferences and information about how you use our websites(s), including the services you viewed or searched for, page response times, download errors, length of visits and page interaction information (such as scrolling, clicks, and mouse-overs);

- **Technical Data**, which may include information collected during your visits to our website, the Internet Protocol (IP) address, login data, browser type and version, device type, time zone setting, browser plug-in types and versions, operating system and platform;
- **When we use analytic cookies**, Profile and Usage Data and Technical Data (as defined above) are collected and used;
- **Physical Access Data**, relating to details of your visits to our premises;
- **Sensitive personal data**: In the course of our client services, we may represent you and/or your organisation in legal matters that require us to collect and use sensitive personal information relating to you (that is, information about your racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life and sexual orientation or details of criminal offences, or genetic or biometric data).

4 Information about other people

You should only give us personal data about someone else (for example, your family members or associates) with their permission, and you must make sure that the understand how their information will be used by us [and our outsourced service providers]. When you provide us with personal data about someone else, or someone discloses to us personal data about you, it may be added to the personal data we already hold and may be used in the ways described in this Privacy Policy.

5 How we obtain personal data about you

We may collect or receive your personal data in a number of different ways:

- **Directly from you** - where you provide it to us, for example, by meeting us, corresponding with us by email, or via other direct interactions with us such as completing a form on our website or registering for and using one of our online tools such as our Freshchat chat box;
- **Monitoring our websites** – as a result of our monitoring use of, or interactions with, our websites, any marketing we may send to you or quotes, or other email communications sent from or received by Woodstock Legal Services;
- **Third parties** - where we collect information about you to assist with “know your client” checks as part of our client acceptance procedures to prevent fraud, money laundering and terrorist financing; or
- **Publicly available sources** – where we use sources such as LinkedIn, Google and Facebook to help keep the information that we hold about you up to date and accurate.

6 How we use your personal data

The table below explains how we use your data and the legal grounds on which we rely when we do so.

How we use your data	Examples	Legal grounds for processing your data
To provide our legal services to you and conduct our business	Contracting with you Administering your file Performing legal services Otherwise carrying out our contractual obligations to you	Contract performance Legitimate interests Consent
To facilitate the use of our websites and ensure the	Ensuring content from our website is relevant, up to	Legitimate interests

content is relevant to our clients and potential clients	date and presented in the right way Responding to requests for information and enquiries	Consent Contract performance
To market our services and develop our business	To provide you with information about our services and events (subject to the right to unsubscribe or opt-out by contacting us)	Legitimate interests Consent
To conduct research and development	Analysis of responses to our website and services to improve/develop our services	Legitimate interests Contract performance
To fulfil our legal and regulatory obligations and to manage our risks	Performing client due diligence Protecting our firm from the risk of money laundering, terrorist financing Complying with sanctions and anti-bribery legislation Enforcing our legal rights Complying with our regulatory reporting obligations Protecting the rights of third parties	Legal obligations Legitimate interests Substantial public interest (where we process substantial public interest) or legal claims
To manage our finances	Administering the receipt of money into our client account Rendering invoices Recovering payments due to us Enforcing debts through the use of debt collection agencies	Contract performance Legal claims Legitimate interests
To inform you of changes	Notifying you when our services or our terms and conditions change	Legitimate interests

7 Recipients of your personal data

In addition to our firm we may, when required and necessary, share your personal data with other organisations. Depending on the work we are undertaking for you the other organisations may include:

- Our firm's 'data processors' who are contractors from whom we obtain operational services including IT support, message-taking, typing and secretarial support, costs draftsmen, secure document storage and shredding.
- Other 'data controllers' that provide professional or commercial services, such as Counsel, other solicitors, accountants, medical practitioners, surveyors and estate and letting agents.
- Experts that you and we agree are necessary to assist us to progress your matter.
- Providers of insurance, financial and banking services to you and/or to our firm.
- HMRC, HM Land Registry, Councils and other national and local government bodies.
- Companies providing services for money laundering and terrorist financing checks, credit risk reduction and other crime prevention purposes and companies providing similar services including financial institutions, and credit reference agencies and regulatory bodies with whom such information is shared;
- The Solicitors Regulation Authority, the Information Commissioner's Office (ICO) and organisations involved with the preparation, assessment and certification of quality standards for which our firm is seeking or maintaining accreditation;
- with courts (including HM Courts & Tribunals Service), law enforcement authorities, regulators, government officials or lawyers/attorneys or other parties where it is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim, or for the purposes of a confidential alternative dispute resolution process;
- if we have collected your personal data in the course of providing legal services to any of our clients, we may disclose it to that client, and where permitted by law to others for the purpose of providing those services;
- If you agree, to organisations providing marketing services to our firm.
- Enquiry Agents

All of the above are located in the UK.

In addition, Woodstock Legal Services may in future wish to merge with another law firm. If so, we may disclose your personal data to a potential merger partner and/or their advisers, provided they agree to keep your data confidential and use it only to consider the possible transaction. If the transaction goes ahead, the merger partner may use your personal data in the same ways as are set out in this Privacy Policy.

8 Transferring your personal data overseas

We may transfer your personal data to an organisation in the European Economic Area, where they have the same standards of security as the UK. We will never transfer your personal data to an organisation outside the UK or the EEA.

9 How long we keep your personal data

We will retain your personal data for as long as is necessary to fulfil the purpose for which the data was collected and any other linked purpose (for example, certain details and correspondence relating to transactions in respect of which we have provided legal services may be retained by us until the time limit for claims related to the transaction has expired, or in order to comply with our regulatory obligations regarding the retention of that data). Sometimes, your personal data is used for two or more purposes, in which case we will retain it until the purpose with the latest period expires, but we will stop using the data for any other purpose with a shorter period, once that period expires.

If you want to learn more about our retention periods for your personal data you may contact us at contact@woodstocklegalservices.co.uk for a copy of our Data Retention and Erasure Policy.

10 Keeping your data secure

We are committed to ensuring that all information we hold about you is secure. In order to prevent unauthorised access or disclosure we have implemented appropriate physical, electronic and managerial procedures to safeguard and protect that information.

Other data controller recipients of your personal data are each responsible for implementing appropriate physical, electronic and managerial procedures to safeguard and protect that information, and to keep it secure.

Data processor recipients of your personal data have provided sufficient guarantees that they have implemented measures to ensure compliance with data protection regulations and to protect your rights.

11 Your rights in relation to your personal data

You have a number of rights with respect to our use of your personal data. We explain below how you can exercise these rights.

Access

You have the right to request a copy of the personal data that we hold about you. Please note that there are some exceptions to this right; for example, we may be legally prevented from disclosing such information to you or we may deny access if to do so would reveal personal data about another person.

Rectification

You have the right to require us to update or correct any personal data that we hold about you that is inaccurate or incomplete. It is important to us that your data is up to date and we encourage you to contact us to let us know if personal data that we hold is not accurate or it changes.

Restriction

Where certain conditions apply, you have the right to restrict the processing of your personal data.

Objecting

You have the right to object to certain types of processing such as direct marketing. If you would like to do this, please use the contact details below.

Objection to automated processing, including profiling

You also have the right not to be subject to solely automated decisions, including profiling, which have a legal or similarly significant effect on you.

Porting

This means that you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly-used machine readable format.

Erase

You have the right to ask us to erase your personal data in circumstances where the personal data is no longer necessary for the purposes for which it was collected or for other reasons, including when your personal data have been unlawfully processed.

Otherwise, we will not erase or restrict the processing of your personal data during the period in which we have a legal obligation to retain that data under the applicable Act, regulations or in common law.

Complain

You have the right to make a complaint if you believe that your data protection rights have been breached.

If you are dissatisfied with our response you may complain to a supervisory authority which, in the UK, is the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. The ICO's website is at <https://ico.org.uk/>

You may also be able to seek a remedy through the courts.

How to exercise your rights

You may exercise any of the rights set out above by contacting our Head of Operations & Risk at N.Boyland@woodstocklegalservices.co.uk. In order to protect your personal data, you will need to provide a proof of your identity such as a copy of your passport, driving licence, etc.

Normally we make no charge for responding to a right of access, and will endeavour to send it to you within 1 month of receipt of your request. If you notice that any of the information we send you is inaccurate or incomplete, please tell us and we will rectify it promptly.

12 Google Analytics

We use Google Analytics to monitor how our website is being used so we can make improvements. Our use of Google Analytics requires us to pass to Google your IP address (but no other information). Google uses this information to prepare site usage reports for us, but Google may also share this information with other Google services. In particular, Google may use the data collected to contextualise and personalise the ads of its own advertising network. For related information please see:

<https://policies.google.com/privacy>