

Privacy policy

We are committed to safeguarding the privacy of all parties who provide us with information.

The information you provide, including personal information, will be used by us primarily to provide legal services to you. This information will be kept confidential and secure and our use of this information is subject to your instructions, the data protection regulations under which we are a data controller, and our duty of confidentiality.

You have the right to be informed and access the personal data that we hold about you. You have the right to rectify, erase, or obtain a copy of the data that we hold about you. You also have the right to ask questions and object to direct marketing. If you have any questions, please email us: contact@gl solicitors.com.

Why we process data

We process personal data because it is necessary for us to comply with common law or statutory obligations. The data protection regulations refer to this lawful basis for processing information as a legal obligation. This includes updating and enhancing client records, analysis to help us manage our practice, statutory returns, and legal and regulatory compliance. We are allowed to process special categories of data because it is necessary for the administration of justice.

Confidentiality and data protection

Our use of your information is subject to your instructions, the Data Protection Act 2018 ('DPA') and our duty of confidentiality. Therefore, we keep information passed to us confidential and will not disclose it to third parties unless expressly or implicitly authorised by you, except in the following circumstances:

- a) if required by law;
- b) if we are required to provide information to professional service providers (such as expert witnesses, auditors or other advisors) for legal, regulatory and compliance purposes;
- c) if we need to notify our professional indemnity insurer of a circumstance that could lead to you making a negligence claim against the firm under the terms of our policy – in such a scenario, we will disclose information about the potential negligence we have identified on an anonymous basis in the first instance; conversely, where we need to notify our professional indemnity insurer of an actual claim for negligence being made by you, it will be taken that by lodging such a claim, you are implicitly authorising us to release your details so that we can deal effectively with such a claim;
- d) if we are required to provide information to selected third parties (including barristers and consultants) who assist us with legal, financial, administrative, information technology and other services; or
- e) if that information has entered the public domain other than as the result of our unlawful disclosure.

We use the information you provide primarily for the provision of legal services to you and for related purposes including (but not limited to): updating and enhancing client records; analysis to help us manage our practice; statutory returns; and legal and regulatory compliance.

Disclosure of information to our professional indemnity insurance provider

If we have to make a notification under the terms of our professional indemnity policy, information about you and your file may be seen by our insurers. Your file may, therefore, be seen by an assessor or another person unconnected with the firm in the future, unless you have notified us that they do not agree to this.

Disclosure of information for property transactions

If we are also acting for your proposed lender in this transaction, we have a duty to fully reveal to your lender all relevant facts about the purchase and mortgage. That includes any differences between the mortgage application and information we receive during the transaction and any cash back payments or discount schemes that a seller is giving you.

You must disclose all information which may affect your liability for stamp duty land tax or other stamp duty (duty) as we can then ensure you pay the correct duty. If you fail to disclose all information (and if in doubt, please disclose it as it can be discounted if it is not relevant) you must accept full liability for any penalties or action or other proceedings that any authority may take against you for failing to disclose information which resulted in a duty or greater liability to pay such duty.

Security of communications

Where you provide us with fax or computer network addresses for sending material to, we will assume, unless you tell us otherwise, that your arrangements are sufficiently secure and confidential to protect your interests.

The Internet is not secure and there are risks if you send sensitive information in this manner or you ask us to do so. Data we send by email is not routinely encrypted, so please tell us if you do not want us to use email as a form of communication with you or if you require data to be encrypted.

We will take reasonable steps to protect the integrity of our computer systems by screening for viruses on email sent and received. We expect you to do the same for your computer systems. Neither you nor we shall have any liability to each other in respect of any claim or loss arising in connection with such a virus or defect in an electronic communication other than where such claim or loss arises from bad faith or wilful default.

It is very unlikely that we will change our bank account details during the course of your matter. In any event, we will never contact you by email to tell you that our details have changed. If you receive any communications purporting to be from this firm, that you deem suspicious or have any concerns about (however slight), please contact our office straightaway.

File auditing and vetting

The firm may become subject to periodic audit and/or quality checks by external firms, companies or organisations, for the purpose of assessing the firm's compliance with its regulatory obligations and to obtain/ maintain specialist accreditations which improve our practice. This could mean that your file is selected for checking. It is a specific requirement imposed by us that these external firms, companies or organisations fully maintain confidentiality in relation to any files and papers which are audited/quality checked by them.

Your files may also be reviewed in a due diligence exercise relating to the sale or transfer of all or part of our business, the acquisition of another business by us or the acquisition of new business.

If you do not wish your file to be used in either of the ways outlined above, please let us know as soon as possible.

Third parties

Please note that our work for you may require us to give information to third parties such as expert witnesses and other professional advisers. You are responsible for ensuring the accuracy of all personal data you supply to us, and we will not be held liable for any errors unless you have advised us previously of any changes in your personal data.


Outsource

In the interest of speed, or controlling cost, we may outsource some of our typing or other administrative functions to a third party. Confidentiality agreements are in place with any service providers we use, and they are obliged, as we are, to keep your data both confidential and secure.

Credit decisions

We may need to make credit decisions about you, for example in relation to the payment of costs, and we may search the files of credit reference agencies who will record any credit searches on their file.

Audits and quality checks

As we are authorised and regulated by the  Solicitors Regulation Authority, and are accredited under various professional schemes, we are subject to audits and quality checks on our practice. These external firms or organisations are required to maintain confidentiality in relation to any files that they see in the course of their work.