

# PRIVACY POLICY

## Introduction

Haywards takes privacy seriously and we are committed to protecting your personal information. This policy explains how and why we collect information about you, how this information is used, the conditions under which it may be disclosed to others and how it is kept secure.

Haywards is the data controller in relation to processing your personal information. Please direct any queries about this policy to:

By post, addressed to:  
The Data Protection Officer  
Haywards  
7-9 Tavern Street  
Stowmarket  
IP14 1PJ

By email, marked for the attention of the DPO:  
[enquiries@haywards-solicitors.co.uk](mailto:enquiries@haywards-solicitors.co.uk)

By telephone, ask for the Data Protection Officer:  
01449 613631

## How we collect your personal information

When you contact us, we collect relevant personal information directly from you, from documents that you send us and from other parties who may be significant to the transaction you have asked us to undertake.

Where you have provided us with personal information about other individuals such as family members, dependants, please ensure that those individuals are made aware of the information contained in this policy. In general, children are legally represented by their parents or guardians.

## What information we collect from you

The type of personal information we collect is relevant to the transaction you have instructed us to undertake, but will normally include name, address, telephone number and email address. Where it is relevant to obtain particularly sensitive data, such as information about your health, we will ask for your consent.

## How we use your information

We will use your information to comply with our legal obligations for example, to identify you when you contact us, to assist any public authority or criminal

investigation body as required, to verify your identity and the accuracy of the information we hold about you and to comply with your rights.

### **Who we share information with**

In order for us to carry out your instructions, we will be required to share your information with other organisations. For example, in order for us to undertake money laundering checks and verify your identity, we utilise the services of a credit reference agency. Further information about TransUnion and the information it holds can be found at the following address: <https://www.callcredit.co.uk/legal-information/bureau-privacy-notice>. Other organisations, known as data controllers, will be responsible to you for their use of personal data for example, banking services and government bodies. We may also transfer your information to a third party if we have a duty to comply with a legal obligation, for example to detect or report a crime.

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

We do not retain personal information in an identifiable format for longer than is necessary. Financial records are retained for the current tax year plus six years. Client files are retained for ten years, from conclusion of the matter, in a secure storage facility and then destroyed confidentially. Some legal documents, such as Wills and Deeds, are retained until such time we receive written instructions to release them.

### **Your rights**

You have a right to make a subject access request to see a copy of the personal information that we hold about you by providing one form of identification and proof of your address. You have a right to ask us to correct any inaccuracies or update the information we hold and you have a right to ask us to transfer, restrict or erase your personal data. Please visit the Information Commissioner's Office (ICO) website for more information: <https://ico.org.uk> or telephone their helpline on 0303 123 1113.

Please note that we will periodically review and update this policy.