

# PRIVACY POLICY

## Introduction

Haywards takes privacy very 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.

Occasionally, as part of legal compliance, some files may be assessed by external audit. If you do not wish your data to be seen in this manner, please let us know.

## **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 and third parties. 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.transunion.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.

We store files off site at a secure document storage facility with a company called Oasis Group. They have specialised in secure document storage since 1999. Their storage 'facilities are equipped with state of the art security systems and fire detection technology'. A copy of Oasis Group's Privacy Policy is available on request.

If our third parties, for example Oasis Group, suffer a data breach then they will report this immediately to our Data Protection Officer (DPO) and will take action under their own privacy policies and procedures.

## **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. Under GDBP regulations, you are not required to pay a fee for retrieval of documents and files, however on request, subsequent copying of documents and postage may incur a reasonable fee. The firm will ask you what documents you require and will only send you what is requested.

## **Your rights to data access, correction, erasure and restriction**

**Request Access:** Under data protection law you have a right to make a data 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.

**Request Correction:** You have a right to ask us to correct any inaccuracies or update the information we hold.

**Request Erasure:** You have a right to ask us to transfer, restrict or erase your personal data. This enables you to ask us to delete or remove personal information where there is no good reason for us to continue processing it. You have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing.

**Object to Processing:** You have the right to object to the processing of your personal data.

**Data Portability:** You also have the right to data portability in that you can ask us to transfer your information that we hold, over to another organisation in certain circumstances. If you make a request, we have one month to respond to you.

Please visit the Information Commissioner's Office (ICO) website for more information: <https://ico.org.uk>, telephone their helpline on 0303 123 1113 or contact the ICO at their address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

## **How we store your data**

Your information is securely stored on site, digitally via encrypted servers and paper documentation is stored in locked fire proof cabinets within the office. The office is locked and alarmed every evening. Completed files and other documentation such as Deeds and Wills are stored off site, as mentioned, in a secure facility.

## **Transfer of Data outside of the EEA**

We will never share your data with third countries without your express permission.

## **In the event of a Data Breach**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have procedures to deal with any suspected data security breach (Haywards Data Breach Policy) and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Please note that we will annually review and update this policy if required and all staff are trained on a regular basis in regards to data protection and information security.

April 2019