

Privacy Policy

Last updated: 22<sup>nd</sup> May 2018

## **1. Who we are**

When we say 'we' or 'our' we mean Francis & Buck solicitors

Francis & Buck Solicitors is a Partnership authorised and regulated by the Solicitors Regulation Authority, SRA number: 00176242.

When we say 'our website' we mean [www.francisandbuck.co.uk](http://www.francisandbuck.co.uk)

## **2. Introduction**

We are committed to safeguarding the privacy of our website visitors. This policy sets out how we will treat your personal information.

In order to provide users with its services we may request and/or record information about them. We therefore believe that we have a "**legitimate business interest**" to collect and use this information. This privacy notice explains the type of information collected; how it will be used; whether it will be disclosed to third parties and the use of cookies.

Our website contains hyperlinks to websites owned and operated by third parties and these websites will have their own privacy notices and we encourage users to review them. We do not accept any responsibility or liability for the practices of such third-party websites and users should read carefully their privacy statements. We understand that some communications may be relevant to users and others are not and some unsolicited communications are unwelcome, so it is fully committed to ensuring that the rights and obligations set out in the Data Protection Act 1998 and the Privacy and Electronic Communications Regulations 2003, as amended 2011, are respected.

## **3. Collecting personal information**

We will only collect information from you that is relevant to the matter that we are dealing with. In particular, we may collect the following information from you which is defined as 'personal data':

- Personal details
- Personal and financial information relating to your transaction
- ID and other information we require to conduct due diligence on you
- Any other personal information that might relate to your matter and your instructions.

You have instructed us to give you legal advice and/or representation. The solicitor-client relationship is a contractual one, and it is a requirement that you agree to our terms of business. To perform this contract, it is unavoidable that this requires us to collect, process and store personal information about you. We have legal and regulatory duties to process certain personal data, including ID and other information we require to conduct due diligence on you. The information requested when you instruct us is required in order to identify you and perform our service for you. If you do not provide the requested information we will not be able to provide our service to you.

We ask for limited personal information when users request an online quote from us. The information collected will vary depending on whether you are buying or selling, but only by supplying this data are we able to provide you with an accurate quote.

When requesting an online quote we may collect, store and use the following kinds of personal information:

- information that you provide to us for the purpose of providing you with an email quote (including e-mail address, first name, last name, current address, contact telephone numbers, sale price, purchase price, whether you own other properties, whether you are a first time buyer, where you intend buying)

- the information contained in or relating to any communications that you send to us or send through our website (including the communication content); and
- any other personal information that you choose to send to us.

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with the terms of this policy.

#### **4. Using your personal information**

We will mainly use your information for the provision of legal advice and this is necessary for the performance of the contract between us. We may also use it for:

- to identify you and provide you with the legal services you have requested;
- to provide you with information you have requested about services we offer;
- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us;
- to notify you about changes to our service;
- to deal with your feedback, query or complaint;
- we also use your information to administer, support, improve and develop our business generally and to enforce our legal rights

Personal information submitted to us through our website will be used for the purpose of providing you with an e-mail quote.

We will not use your personal information to:

- send you non-marketing commercial communications;
- send you marketing communications relating to our business or the businesses of carefully-selected third parties which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);

We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

#### **5. On what basis will we process your data?**

We will process your data on the following basis: performance of contract, legal compliance, consent and legitimate interests.

We will process your 'special category' data on the following additional conditions:

- for the purposes of carrying out the obligations and exercising specific rights in the field of employment law
- for the protection of vital interests of persons where they are physically or legally incapable of giving consent
- for the establishment, exercise or defence of legal claims
- for statistical purposes, doing so proportionately and anonymising your data where possible

#### **6. Disclosing personal information**

Under our Code of Conduct, there are very strict rules about who we can share your information with and this will normally be limited to other people who will assist with your matter. This may include:

- Solicitors
- Financial advisors
- Mortgage brokers
- Estate agents
- Surveyors

Where you authorise, we may also disclose your information to your family, associates or representative. We may also disclose your information to debt collection agencies if you do not pay our bills.

In certain circumstances we may need to disclose personal information about you to relevant authorities, if there is a legal obligation to do so.

## **7. Retaining your personal information**

We are required by our insurers and regulators to keep your file and personal data for minimum periods. We are not however permitted to keep your personal data indefinitely or for longer than is necessary. Our retention policy is that the minimum period we will keep files and other personal data relating to a legal matter which is six years. We may keep your file for significantly longer than that if it is necessary and in our legitimate interests to do so (for example files relating to wills, property or children, or where you request this). We operate a rolling annual programme of file destruction. All our files and other documents containing personal data are destroyed securely.

## **8. International data transfers**

We may, from time to time, transfer your personal data to a country outside of the EEA. This will only be done if necessary for the performance of your contract with us or for the exercise or defence of legal claims on your behalf.

## **9. Security of your personal information**

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure (password and firewall-protected) servers.

You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

## **10. Amendments**

We may update this policy from time to time by publishing a new version on our website. The date of the latest update will be shown at the top of the Privacy Policy.

You should check this page occasionally to ensure you are happy with any changes to this policy.

## **11. Your rights**

You have a series of rights under the General Data Protection Regulation which includes the 'Right of access'. Further information on all these rights and how to exercise them can be obtained from our Data Privacy Manager.

You have a right to see the information we hold about you. To access this, you need to provide a request in writing to our Data Privacy Manager together with proof of identity. We will usually process your request for free and within 30 days, however, we reserve the right to charge a reasonable administration fee and to extend the period of time by a further two months if the request is manifestly unfounded or vexatious and/or is very complex.

We may withhold personal information that you request to the extent permitted by law.

You have the right, free of charge, to:

- Access your personal data (known as a subject access request)
- Have mistakes rectified
- Have your personal data erased by us or restrict the way we process your personal data (subject to certain conditions)
- 'Port' your personal data to another provider
- Object to us using your personal data for direct marketing
- Not be subject to 'automated processing' (often referred to as 'profiling').

## **12. Third party websites**

Our website includes hyperlinks to, and details of, third party websites. We have no control over, and are not responsible for, the privacy policies and practices of third parties.

## **13. Updating information**

Please let us know if the personal information that we hold about you needs to be corrected or updated.

## **14. Our details**

This website is owned and operated by Francis & Buck Solicitors.

Our principal place of business is Celtic House, 20 Cathedral Road, Cardiff, CF11 9FB, Wales, United Kingdom.

You can contact us by writing to the business address given above, by using our website contact form, by email to [enquiries@francisandbuck.co.uk](mailto:enquiries@francisandbuck.co.uk) or by telephone on +44 (0)29 2034 4995.

## **15. Who can you complain to?**

If you are unhappy about how we are using your information or how we have responded to your request, then please raise your concerns to the fee earner responsible for your file. If this does not resolve the problem to your satisfaction, then please contact our Data Privacy Manager who will look into the matter for you:

### **Lyn Bourn**

**Name:** Lyn Bourn

**Email:** [lyn@francisandbuck.co.uk](mailto:lyn@francisandbuck.co.uk)

**Postal Address:** Celtic House, 20 Cathedral Road, Cardiff, CF11 9FB, Wales, United Kingdom

If your complaint remains unresolved then you can also contact the Information Commissioner's Office, details for which are available at <http://www.ico.org.uk>