

GENERAL DATA PROTECTION REGULATIONS (GDPR)

1. Introduction and Terms

Here at The Davies Partnership (Cornwall) Ltd and Nigel Pullen Solicitors Ltd we are committed to protecting and respecting your personal information and privacy. This privacy policy relates to our use of any personal information we collect from you, from any of our services. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information; including the Data Protection Act 1998 (DPA) and as of May 2018 and The General Data Protection Regulation (GDPR).

2. How you can contact us

You can contact us using the following details:

Mail: For the attention of the Data Protection officer

Email: jane@cornwall-law.co.uk

Telephone: 01872 553131

3. Your rights

Under the GDPR your rights are:

- **The right to be informed** – We must make available this privacy notice with the emphasis on transparency over how we process your data.
- **The right of access** – You are entitled to find out what details we may hold about you and why.
- **The right to rectification** – We are obliged to correct or update your details.
- **The right to erasure** – This is also known as the request to be forgotten.
- **The right to restrict processing** – You have the right to ‘block’ or suppress the processing by us of your personal data.
- **The right to data portability** – You have the right to obtain and reuse your personal data that you have provided to us.
- **The right to object** – You have the right to object to us processing your data for the use in any other relation way other than what is required for us to fulfil our obligations as your instructions/case requires. We will not use your data for marketing or profiling.
- **Rights in relation to automated decision making and profiling** – We do not use automatic decision making or processing.

4. Who we are

If you want to request more information about our privacy policy or information regarding data protection you should contact the Data Protection officer or write to us at our address provided.

5. What information will we collect about you?

We process both Personal and Sensitive (Special) categories of data. Personal data we process may include name, address and email address. It also may include IP address. Due to the nature of our business we also process Sensitive (Special) categories of data, such as biometric data (passports for identification and verification purposes as required by law).

We will only collect this when we receive instructions from you to act on your behalf, or through engagement of service providers such as Mortgage Companies and/or Estate Agents

6. How will this be used?

We use information held about you in the following ways:

- To carry out our obligations arising from any contracts entered into between you and us;
- And also to notify you about changes to our service.

7. When will you contact me, and will this be marketing?

If you were an existing client as at 16th April 2018 and have been receiving information about our legal services (marketing) from us, we will continue to contact you by postal and electronic means (e-mail) with information about our legal services, unless you ask us not to.

If you become a client after 16th April 2018, we will contact you by post or electronic means with information about our legal services, but only if you have consented to this.

8. Will you share my information with anyone else?

We will keep your information within the 'firm' except where disclosure is required or permitted by law or when we use third party service providers (data processors) to supply and support our services to you. **We have contracts in place with our data processors.** This means that they cannot do anything with your personal information unless we have instructed them to do so. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Below is a list of our data processors services;

SERVICE PROVIDED

IT Provider – Cloud Service – IT Support

Email Provider

Secure document disposal service

Wi-Fi Provider

Storage Facility

Accountants

9. How long will you keep my details?

Our data retention policy is dictated by the DPA/GDPR and the requirements of our legal profession regulator, the Solicitors Regulatory Authority (SRA), [a copy of which can be requested](#).

10. Can I ask you to delete my details?

Under GDPR you have the right to erasure under specific circumstances; this will be decided on a case by case basis. Please contact us for more information relating to your rights.

11. Can I ask you to correct or update my details?

We will correct or update your data without delay provided you make the request in writing specifying which of your data is incorrect or out of date. If you have any concerns regarding this issue, please contact us.

12. How can I find out what details you hold?

We strive to be as open as we can be in giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the DPA and the 'Right of access' under the GDPR. If we do hold information about you, we will respond in writing within one calendar month of your confirmed request.

The information we supply will:

- Confirm that your data is being processed
- Verify the lawfulness and the purpose of the processing
- Confirm the categories of personal data being processed
- Confirm the type of recipient to whom the personal data have been or will be disclosed, and
- Let you have a copy of the information in an intelligible form

To make a request for any personal information please write to us at the address provided in this policy. Please note that you may need to provide identification to prove who you are to access your data.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do not hold information about you, we will also confirm this in writing at the earliest opportunity.

13. Changes

We keep our privacy notice under regular review and changes may be made to it from time to time.

14. Complaints

You have the right to complain about the processing of your personal information. Please contact us using the details provided above. If you are still dissatisfied, you have the right to complain to the Information Commissioners Office. www.ico.org.uk