

## PRIVACY POLICY

### General Data Protection Regulation (GDPR) and the Data Protection Act 2018

This Privacy Policy relates to information collected, stored and otherwise processed and/or shared with others and the mechanism to protect such information and how you may contact us if you need any further information.

When we provide legal services to you, we are required to collect information about you relating to your identity (such as copies of your passports, utility bills, driving licence, etc) as well as information about your transaction in which we are instructed. This may include your bank details and sensitive information about your personal/legal matters as well as your home/business address, telephone numbers and email address.

We are required by statute and SRA rules and regulations to store such information and documents for a period either of 6 years or where the matter relates to property and mortgages, a period of 12 years following the conclusion of the matter.

In some instances, we are required to share your information with Government agencies such as the courts or HMRC and barristers chambers or the other party in the transaction in which we are instructed on your behalf in the course of dealing with your instructions.

We will not, however, share any of your confidential information for marketing purposes with any third parties.

We may, from time to time, contact you with regard to legal services that we offer and updates on the law generally unless you inform us in advance that you do not wish to be contacted in this manner.

You have the right to contact us at any time to enquire as to details of what personal information we hold on you in our records.

In matters where we have already been instructed and an engagement letter has been signed, please note that the terms of our engagement letter will be varied to include details of this Privacy Policy.

Please contact us if you require any further information.

This Privacy Policy also sets out how we look after your personal data which we may collect from you personally or when you visit our website and tells you about your privacy rights and how the law protects you.

From 25 May 2018, to the extent that you are a client and we are currently in a contract with you or intend to enter into a contract that involves processing the data of individuals in the EU including the UK, we would ask you to read this Privacy Policy carefully.

#### 1. Who We Are

Ardale Brown (formerly Singh Karran & Co) is the "Data Controller" and responsible for your personal data and from 25 May 2018, we will be the Controller for the purposes of the General Data Protection Regulation (GDPR).

Our full details are:

**Ardale Brown of 480 Great West Road, Hounslow, Middlesex TW5 0TA**

Email: [info@ardalebrown.com](mailto:info@ardalebrown.com)

#### 2. The Data We Collect About You

We will collect and process the following data about you:

(i) Information you give us:

- Your name
- Address
- Email address
- Phone number
- Date of Birth
- Copies of your identity documents
- Your national insurance number
- Financial data
- Technical data (information about your computer, eg: your IP address, operating system, browser, details of your visits to our website)

(ii) Information we collect from other sources

We may obtain information about you from other sources, including publicly available sources, such as the Land Registry, Companies House, social media platforms or referrals. This may also include information made available by you to the public, such as blogs, internet postings, etc.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to provide the services under the contract we have or intend to enter into with you. In this case, we may have to cancel any contract we have with you to provide you with services but we will notify you if this is the case at the time.

**3. How We Use Your Personal Data**

We will only use what the law allows us to. Generally, we will use your personal data where it is necessary for the performance of contract or compliance of a legal obligation, or for our legitimate interests to enable us to:

- communicate with you through emails, sms, or other electronic methods
- to update you as to the progress of services requested or required by you
- administer and manage your accounts and send you statements and reports
- answer questions you have submitted to us and respond to your requests
- comply with any legal or regulatory requirements that we are subject to in complying with our contractual obligations to you for the provision of the contractual legal services

**4. Disclosures of Your Personal Data**

We may have to share your personal data with third parties for the purposes set out in section 3 above. This may include disclosure of your personal data to third parties such as the Land Registry, HMRC (particularly for stamp duty and probate matters).

We will expect all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

**5. Where We Store Your Personal Data**

The data we collect is stored within the UK/EU.

The data collected by our ISP and service providers, may be transferred, and stored at, a destination outside the European Economic Area. As per our Agreements with our Service Providers and their Privacy Statements all the information transferred is treated securely and in accordance with their policies.

**6. How Long We Keep Your Personal Data**

We will retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. We are obliged to retain personal information about our clients for as long as is required to comply with the SRA regulations in force from time to time, ie: generally your personal information will be retained for a minimum period of 6 years in all matters, but for a minimum period of 12 years in all matters relating to property transactions involving mortgages or commercial loans.

**7. Your Rights**

You have a right to request for a copy of your personal data which we hold about you and to check that we are lawfully processing it. You are entitled to have your records amended if the personal data we hold is incorrect or incomplete.

You have a right to request your data is deleted in certain circumstances, ie where it is no longer needed for the purposes it was collected, where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law.

This right does not apply where we need your personal data to comply with a legal obligation or where it is necessary in connection with legal proceedings or legal advice.

**8. Changes to Privacy Policy**

If we change our Privacy Policy, we will post the changes on our website or we may communicate with you directly at the time.