



Privacy Notice

How We Use Your Personal Information

About Us

The General Data Protection Regulation (the “**GDPR**”) seeks to protect and enhance the rights of data subjects. Hodgkinsons Solicitors Ltd (“**Hodgkinsons**”) is committed to protecting and respecting your privacy. Hodgkinsons recognises the importance of the correct and lawful treatment of personal information, and will only use personal information as set out in this Privacy Notice.

Hodgkinsons is known as the "Controller" of the personal data that we collect about you. We process and hold your information in order to provide specialist legal services. This notice will explain how we use and share your information.

Why do we collect your personal information?

Hodgkinsons Solicitors holds and collects a wide variety of personal information which may be used, shared, retained or otherwise processed in order to deliver legal services. The majority of the information will be collected upon receipt of initial instructions for legal services and during the course of those legal services.

We will process your information for the following purposes:-

- For the service you requested, and to monitor and improve our performance in responding to your request.
- To allow us to be able to communicate and provide services and advice appropriate to your needs.
- To ensure that we meet our legal obligations and act in your best interests at all times.
- Where necessary for law enforcement functions.
- To allow the statistical analysis of data so we can plan the provision of services.

We will only collect personal data that we need in order to deliver services to you and as far as is reasonable and practicable we will ensure that the information recorded is accurate and kept up to date.

We will collect, use, share, retain and otherwise process your personal information on the following legal grounds and for the following purposes:

- Where you have consented to us processing your personal information. You have the right to withdraw your consent to the processing at any time. Please see the 'Your rights' section of this Privacy Notice for more details;
- To enable us to provide legal services and to fulfill our obligations under the contractual terms of work referred to in the client care letter;
- To take steps at your request prior to entering into any contract to provide legal services
- To comply with any legal obligation to which we are subject, for example retaining records required by anti-money laundering legislation
- Where it is necessary for the legitimate interests, for example for the purpose of conflict-checking, or for use in the defence of potential complaints, legal proceedings or fee disputes
- Where it necessary for the legitimate interests of a third party, for example the establishment, exercise or defence of legal claims of a third party;
- Where you have made the information public

What personal data do we collect?

Personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We may collect personal data about you in order to help us deliver the right service. The personal data we collect may include:

- Gender
- Name, address, telephone number(s), email and other contact details
- IP Address
- Marital status
- Family details
- Births and deaths
- Financial details
- Employment and education details
- National Insurance Numbers
- Visual images, personal appearance and behavior
- Passport
- Utility bills
- Bank details/statements and other financial related documents
- Photographs

We may also process special categories of personal data that may include:

- Physical or mental health
- Trade union membership
- Civil and criminal proceedings, outcomes and sentences

- Any civil and criminal proceedings in which you have been involved
- Any criminal convictions

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

How do we collect your personal data?

We will use your personal data where we need to: (a) in order to meet our contractual obligations under our agreement with you; (b) where it is necessary for our legitimate interests (or those of a third party and your interests and fundamental rights do not override those interests; or (c) where we need to comply with a legal or regulatory obligation.

Information may be collected in many different ways but predominantly as set out below:

- A) **Face to Face:** If you attend our offices or we visit you we may collect your personal data when taking your instructions.
- B) **Telephone calls:** Ordinarily we will inform you if we record or monitor any telephone calls you make to us. Recordings may be used as evidence of the call and for our staff training and quality purposes.
- C) **Emails:** If you email us we may keep a record of your email address and the email as evidence of the contact. We are unable to guarantee the security of any email initiated by you and we recommend that you keep the amount of confidential information you send to us via email to a minimum, unless it is sent via our encrypted software, Egress.
- D) **Online Internet Enquiries:** If you submit an online enquiry, we will keep a record of your email address and nature of your enquiry.
- E) **CCTV:** We have installed CCTV systems in our premises used by members of the public, for the purposes of public and staff safety and crime prevention and detection. In all locations, signs are displayed notifying you that CCTV is in operation.

We will only disclose CCTV images to others who intend to use the images for the purposes stated above. CCTV images will not be released to the media for entertainment purposes or placed on the internet. Images captured by CCTV will not be kept for longer than necessary. If you require further information, please request a copy of the company's CCTV policy.

Who do we get your personal information from?

This information is collected in a number of ways:

- Provided to us directly by you when you sign up to a service we are providing;
- Provided to us by members of the public, sometimes anonymously.
- Provided by another professional organisation involved in the provision of services;

Professional organisations may include other public-sector bodies such as health, police services and schools. We may also receive information from government bodies and regulators such as the Department of Work and Pensions and Her Majesty's Revenue and Customs or the Courts.

Who do we share your information with?

The type of service you receive and your personal circumstances will dictate who we share your personal data with. Where applicable, may share your data with organisations that deliver services on behalf of Hodgkinsons.

We will only share your information where it is necessary to do so. We will not share your information without your consent unless the law requires or allows us to do so.

Where necessary we may share your information with the following categories of recipients, dependent on the legal service provided:

Barristers	Medical Experts	Police
ATE Providers	Consultants	GP/Hospital
BTE Insurers	3 rd Party insurers/Solicitors	Legal Ombudsman
Medical Agencies	Regulatory Authorities	Court
Employers	Government Organisations	DWP
Companies House	Case Management (Quill)	Social Services/CAFCASS
Estate Agents	Mortgage Brokers/Lenders	Land Registry

You shall be provided with specific information as to the 3rd party at the time of instruction/request for information.

If you give us personal information regarding another person, you are confirming they have given you permission to provide their personal information to us to be able to process their personal information and also that you have advised them that their personal information will be passed to Hodgkinsons.

How long do we keep your information for?

We are required to retain your personal data only for as long as is necessary, after which it will be securely destroyed in line with our retention policy or the specific requirements of the organisation who has shared data with us.

Retention periods can vary and will depend on various criteria including the purpose of processing, regulatory and legal requirements, and internal organisational need.

How do we keep your data safe?

We have an information assurance framework in place which ensures that appropriate technical and organisational measures are in place to help keep your information secure and to reduce the risk of loss and theft.

Access to information is strictly controlled based on the role of the professional.

All employees are required to undertake regular data protection training and must comply with a variety of security policies designed to keep your information secure.

Your Rights

You have a number of rights which relate to your personal data. You are entitled to request access to any personal data we hold about you and you can also request a copy. Requests should be made to the Data Protection Officer or his Deputy at Hodgkinsons Solicitors (see below). You will not be charged any fee arising from Hodgkinsons dealing with your request unless the request is “manifestly unfounded or excessive”. However, if you request additional copy documents, a reasonable fee may be charged, based on our administrative costs.

Where we are relying on your consent to process your personal data, you are entitled to withdraw your consent at any time.

You can also request that we correct any personal data we hold about you that you believe is inaccurate; request that we erase your personal data; request that we stop processing all or some of it and request that automated decisions, and the decisions behind it, are made by a person. You are also entitled to have your electronic data transferred upon request.

We are obliged to consider and respond to any such request within one calendar month. The period may be extended by a period of 2 months for complex or numerous requests and you will be advised if the extension is needed.

Contractually, we will only hold personal data belonging to you that is relevant to your case. You are not obliged to provide such personal data, but failure to do so may compromise our ability to represent you. We do not use your personal data for any further processing activities beyond the initial purpose.

If your personal data is collected from a third party or other source, we shall also advise you of the data to be collected and who from at the time the request is made.

Transferring Personal Data outside the European Economic Area

The data protection legislation restricts transfers of personal data to countries outside the European Economic Area (EEA) in order to ensure that the level of data protection afforded to data subjects is maintained.

The Company does not transfer personal data to countries outside the EEA and you must ensure that you comply with this rule.

Further Information/Complaints

If you wish to request copies of any policies referred to herein or to make a complaint about how we have handled your personal data please contact:

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| ❖ The Data Protection Officer | - | Mr. Che Shing Li |
| ❖ Deputy Data Protection Officer | - | Mrs. Marie Leary |

Alternatively, you can contact us by writing to:

Hodgkinsons Solicitors, 7 Heath Road, Skegness, Lincolnshire, PE25 3ST

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO) www.ico.org.uk