

Privacy Notice

Data Controller: Thorneycroft Solicitors Limited, 6 King Edward Street, Macclesfield, Cheshire, SK10 1AB

Data Protection

Director: Rachel Stow

How we will use your personal data:



We will collect and process your personal data because:

- It is necessary for the performance of our contract with you (i.e. progress your legal matter);
- To ensure that we comply with our legal obligations (i.e. verifying your identity);
- There is a legitimate interest to do so (i.e. progress your legal matter in the event you are unable to provide your instructions directly);
- You have consented to receiving marketing in respect of our other services. You are able to unsubscribe or withdraw your consent at any time by emailing marketing@thorneycrofts.co.uk or writing to 'Marketing' at the above address.

If we need to obtain data which is more sensitive, we will only do so on the basis that it is either necessary to establish, exercise or defend a legal claim or necessary to protect your vital interests.

We may be required to pass your personal data to other parties, but it will only be for one of the above purposes. Dependent upon the nature of your legal matter, these parties may be:

- Opponent / Defendant
- Insurers / Brokers
- Medical agencies
- Cost draftsman
- Translator
- House developer
- Enquiry / Tracing agents
- The Court
- Due diligence providers
- Police
- Introducers
- HM Land Registry
- Financial lender
- A process server
- Employment Tribunal
- Counsel
- ACAS
- Sign-up agent
- Expert witnesses e.g. medical experts
- Pagination / Collation agency
- Anti-fraud or Government databases

It will also include firms that we ask to process or administer our files to ensure this is done promptly, external audits and quality checks, and third parties to help us deliver our legal services to you e.g. our bank.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations. We do not envisage we will transfer your data to a third country outside the EU. However, we would only do so if a similar level of protection applies.

What type of personal data we may need:



- We may need personal details which might include: name; address; gender; date of birth; telephone and email contact information; occupation; national insurance number; employment details; bank details; financial information; details about your business(es); identification documentation; vehicle registration and insurance details.
- We will only collect what is necessary.

What other types of data we may need:



- Under certain circumstances we may also need to obtain more sensitive data, such as: Religious or Philosophical beliefs, Trade-union membership, Genetic data or Biometric data, Health, Sex life or Sexual Orientation and details of any criminal convictions
- We will only collect what is necessary and protect it with appropriate security measures.

How we obtain your



- We may gather it directly from you, during a face to face appointment; telephone; correspondence (letter/email/fax); and/or information you submit to a website/App.
- We may also receive information from third parties with your consent (relatives, friends, employers, banks, GP/hospital) Police; introducers; opponent/defendant; anti-fraud databases (such as AskCUE); due diligence providers; Court judgements; Government databases (such as AskMID/DVLA/HMRC/Companies House/HM Land Registry); other third parties; and/or social media accounts.

How we will store your data:



- We will store your data within our paper and/or electronic file. It may also be stored within emails, our filing and/or archive system.
- We will only keep it for as long as we are required and in line with our data retention periods. Details of our retention period for your legal matter can be found within the accompanying Client Care Letter and/or Terms of Business, under the heading 'File Retention'.
- If you do not instruct us in relation to your matter, your personal details will be retained for a period of 12 months.

If you fail to provide personal data:



If you fail to provide us with the information requested, we may not be able to perform the contract we have entered into with you to progress your legal matter or we may be prevented from complying with our legal obligations.

Your rights:



You have the right to:

- Obtain confirmation your personal data is being processed by us/a copy of your personal data, free of charge. You can email us - mydatarequest@thornecroftsolicitors.co.uk
- Ask us to correct personal data, delete your personal data or stop processing it, unless it is necessary for us to retain it to comply with our legal obligations and/or the exercise or defence of legal claims, as set out in our data retention periods.
- Object to us processing your personal data for marketing purposes or if we are processing your data based upon a legitimate interest.
- Complain to ourselves. This can be done via phone, in person, in a written letter or via our dedicated email address complaints@thornecrofts.co.uk
- Complain to the ICO at www.ico.org/make-a-complaint, call 0303 123 1113 or post to Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF