

PRIVACY NOTICE

The General Data Protection Regulation (The GDPR) seeks to protect and enhance the rights of data subjects. As a firm, we are committed to protecting and respecting your privacy. We recognise the importance of the correct and lawful treatment of personal information and will only use personal information as set out in this Privacy Notice.

This notice sets out how we collect and use any information that you give us throughout the course of our retainer. The expressions “we”, “us” and “our” referred to Teifi Law Limited trading as James Jones Son & Francis Solicitors.

We have appointed a Privacy Officer to oversee compliance with this Privacy Notice. If you have any questions about this Privacy Notice or how we handle your personal information, please contact the Privacy Officer, Carys Naomi Davies-James at cd@jjsf.co.uk or by post to 12 Lincoln Street, Llandysul, Ceredigion, SA44 4BU.

We may change this Privacy Notice at any time by updating its contents to comply with various laws.

It is important that you read this Privacy Notice, together with any terms and conditions of business that we may provide you on specific occasions, when we are collecting or processing personal information about you, so that you are aware of how and why we are using such personal information.

It is important that the personal information that we hold about you is accurate and current. Please keep us informed of your personal information changes during your relationship with us. If any details change, please let us know.

The remainder of this privacy notice has been divided into sections for ease of reference.

In what capacity will we hold information about you?

We are instructed by you to provide a service. In providing this service, we will act as data controller in respect of your personal information. In some instances, we will act as data processor.

How is your personal information collected?

We use different methods to collect personal information from and about you:-

1. Directly from you – typically the personal information that we collect about you will be the personal information that is input by you on to our client care letters, through attendances, other communications which may be in writing, by telephone etc.
2. From third parties – sometimes, we gather personal information from other sources, including other law firms, estate agents, lenders, financial advisors etc.

What personal information will we hold about you?

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.

We may collect, use, store and transfer different kind of information about you, as follows:-

1. Full name and title.
2. Contact information including email addresses and postal addresses, telephone numbers etc.
3. Criminal convictions (criminal cases), insolvency proceedings (as a result of money laundering checks).
4. Identification of supporting documents, such as proof of ID, i.e. passport, driving licence, birth certificate, utility bill etc.
5. Agenda
6. Bank Details
7. Customer Data (which in addition to the above may include mortgage account number and other data in respect of conveyancing transactions etc).

We do not collect any special categories or personal data about you (this includes details about your race, ethnicity, religious or philosophical beliefs etc).

How will we use personal information held about you?

We will only use your personal information when the law allows us to and in order to perform a Contract which we have entered with you at the outset of the retainer.

In summary, this means we use your personal information to enable us to provide transactional functionality in respect of our services to you.

Where we rely on consent as legal basis for processing your personal information, we are able to do so as you have provided us with your consent at the outset of our retainer (by signing a copy of our terms and conditions of business), and in any event, it is vital that we hold such data in order to perform our contractual obligations to you.

You have the right to withdraw consent to us holding personal data held about you. However, the Law Society requires us to retain our files for a minimum of six years following their closure. In certain circumstances we cannot destroy your file.

Most commonly, we will use your personal information in the following circumstances and for the purposes of:-

| Purpose or Activity | Lawful Basis for Processing |
|----------------------------|--|
| Internal record keeping | a) Performance of a Contract with you b) Necessary to comply with our legal obligation c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our services) |

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|---------------------------------------|---|
| Undertaking checks with third parties | <ul style="list-style-type: none"> a) Performance of a Contract with you b) Necessary to comply with our legal obligation |
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| Contacting any third parties as a result of your case | <ul style="list-style-type: none"> a) Performance of a Contract with you |
| Prevention and detection of crime (and the prosecution of criminal activities) | <ul style="list-style-type: none"> a) Performance of a Contract with you b) Necessary to comply with our legal obligation c) Necessary for our legitimate interests (for running our business) |
| Progressing transactions | <ul style="list-style-type: none"> a) Performance of a Contract with you |
| Compliance with applicable laws and regulations | <ul style="list-style-type: none"> a) Necessary to comply with our legal obligation |
| Processing payment for the progress of the transaction | <ul style="list-style-type: none"> a) Performance of a Contract with you b) Necessary for our legitimate interests (to recover debts due to us and pay bills, invoices etc) |
| Undertaking anti money laundering and identity checks | <ul style="list-style-type: none"> a) Performance of a Contract with you b) Necessary to comply with our legal obligation |

Change of Purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably considered that we need to use it for another reason and the reason is compatible with the original purpose.

Please note, that we may process or hold your personal information without your knowledge or consent, in compliance with any regulation where it is permitted and required by law.

Disclosure of your personal information

We may share personal information that we have about you to other organisations.

Your personal information may be disclosed to the following parties:-

1. Employees of the firm
2. Successors in title to the business
3. Providers of IT solutions
4. Government Bodies
5. Legal advisors, auditors etc

Will your personal information be transferred to other countries?

We will not share personal information with third parties internationally.

What happens if we chose not to provide you with personal information or are unable to provide us with personal information?

If you fail to provide certain information when requested, we may not be able to perform the agreement we have entered into with you, or you may be prevented from complying with our legal obligations.

What are your rights relating to the use of your personal information?

Under the GDPR, you have certain rights in respect of the processing of personal information, which may vary dependent on the legal basis for collection of your personal information and the uses made of this personal information.

For all uses made of your personal information, you have the right to being informed about how we use your personal information, and this notice discharges that obligation. However, further rights may apply in certain circumstances, as set out below:-

1. Right of access – you have a right to access a copy of the personal information that is held about you.
2. Right of rectification – you have a right to correct personal information that is held about you if it is inaccurate or incomplete.
3. Right to be forgotten – in certain circumstances, you can ask for the personal information held about you to be erased (please note, our retention period is set out below).
4. Right to restrict processing – where certain conditions apply, you have a right to restrict processing (please note, this may impact our ability to provide our services to you).
5. Right to data portability – you have the right to have the personal information held about you to be transferred to another organisation etc.
6. Right to object – you have the right to object to certain types of processing.
7. Right to withdraw consent – in limited circumstances, where you have provided your consent to the collection, processing the transfer of your personal information for a specific purpose, you have a right to withdraw that consent.

In the event you wish to exercise any of these rights, please make your request in writing to the firms Privacy Officer.

How long will we retain your personal information for?

We will only retain your personal information for the duration of our agreement with you and for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements (as previously mentioned).

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, that potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means and the applicable legal requirements.

Security

We have put in place measures to protect the security of your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and ensure the personal information we collect. We will use our best efforts to ensure that no unauthorised parties have access to any of your personal information and we restrict access to non-public information about you to those individuals that need to know the personal information to be able to provide the service to you.

Further information

In the event that you have any questions about this privacy notice, or wish to make complaint about how your personal information is being held by us, you have the right to complain to the Privacy Officer.

You have the right to make a complaint at any time to the relevant Supervisory Authority. The UK Supervisory Authority for data protection issues is the Information's Commissioners Office.

Legal statement about this privacy statement

This privacy notice is not designed to form a legally binding Contract. It is a guide in relation to how the GDPR is incorporated into the services we are able to provide to you.