

## Privacy Notice

### Data Protection – How we use your Personal Information

Macks Solicitors Limited is a firm of solicitors authorised and regulated by the SRA. We are registered with the Information Commissioners Office under the General Data Protection Regulations (GDPR). This document sets out how we use your personal data and your rights in relation to that.

#### What information we collect about you

We collect personal data about you in relation to the matter(s) where you have instructed us to act on your behalf. This information will be obtained either directly from you or under your specific authority and will be limited to the information needed for us to conduct your case and correspond with you.

If you would like us to be able to send you information about our services and changes in the law which we believe may affect or interest you; please contact us and we will add you to our marketing list. We will not share this with any third party.

**If you do not wish us to contact you for marketing purposes, this will not affect the way in which we handle your matter.**

#### Why we need your personal data

We process your data on the basis of the contract you are entering into with us. We are providing you with legal advice and acting on your behalf in legal matter and to do this effectively we need to obtain contact information to correspond with you and personal data which relates to the matter where we are advising you; without this personal data we are unable to provide you with advice which is specifically related to your own circumstances.

We are also required to carry out certain regulatory checks which require your personal data; these checks differ according to the area of law you have instructed us in relation to and we will provide you with full details of the checks relevant to your matter.

It is important to us that all your information is accurate and up to date. Please contact us immediately if you believe any information we hold about you is inaccurate and we will correct or remove that information accordingly.

#### How we will use your personal information

We will use your personal data solely to conduct legal work on your behalf and in relation to the retainer which you have agreed with us, unless you specifically request us to do otherwise. We do not carry out any automated decision making or profiling using your personal data.

We will always keep your personal information confidential except where we are required to disclose it by law or to comply with a regulatory or legal process or in furtherance of your instructions.

#### How long will we keep your data for?

We generally keep personal data for clients for a period of seven years after your matter is concluded, however for some matters we keep the file and personal data for longer as set out in the

table below because our experience has shown that queries on these matters can be raised at a later date and this enables us to deal with those queries.

<u>Type of Matter</u>	<u>Retention Period</u>
Clients under the age of 18	7 years from 18 <sup>th</sup> birthday
Conveyancing purchase matter file	12 years
Matrimonial matter file	15 years
Family Law children matter files	7 years from 21 <sup>st</sup> birthday of youngest child
Wills, probate & trust matter files	100 years

In accordance with our client care documentation, if you have provided us with copies of ID documents, we will retain them with the matter file unless you instruct us otherwise at the outset of your matter.

#### Who we may share your personal information with

In carrying out your instructions we may need to discuss your case with third party professionals, such as experts, barristers or other professional advisers. When this becomes necessary for your case we will give you information about the third parties becoming involved in your case. In addition, where you have instructed us in relation to a conveyancing matter and we act for you and your lender, we have a duty to fully reveal all relevant facts about that matter to your lender and/or HMRC.

We do utilise external service providers (for example IT specialists) who may have access to some of your personal data to provide their services. We will always obtain strict confidentiality agreements as part of our contracting process for this.

We are also subject to periodic checks by Law Society approved consultants and/or assessors. These will have provided the firm with confidentiality agreements and may select your file for checking. If you have any objection to your file being checked, please notify us immediately and your file will be marked accordingly. This will not affect the way your case is handled in any way.

We have a sister company, Watson Woodhouse Limited which is also authorised and regulated by the SRA. If you have a legal problem which falls within their area of expertise, we will offer to refer you to them; however it will be your choice whether to take up this referral and we will not share any of your details with them without your express consent.

We do not transfer any personal information outside of the EU.

#### Complaints

If you believe that we have not complied with our professional obligations, including in relation to data protection, then you are entitled to report the matter to the Solicitors Regulation Authority (the SRA). They can be contacted by post at SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN, by telephone on 0370 606 2555 or by email at [report@sra.org.uk](mailto:report@sra.org.uk).

You are also able to report any concerns you have in relation to data protection to the Information Commissioners Office (ICO) by telephoning 0303 123 1113.

#### Contact Us

If you have any questions about our privacy policy or any information which we hold about you, please contact our Data Protection Officer, Alison Halford, on [compliance@macks.co.uk](mailto:compliance@macks.co.uk) or at our head office at 4 Woodlands Road, Middlesbrough, TS1 3BE

## Data Protection – Your Rights

### Your right of access

You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.

### Your right to rectification

You have the right to ask us to correct information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

### Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

### Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

### Your right to object to processing

You have the right to object to processing if we are able to process your information because the process is in our legitimate interests or is for direct marketing.

### Your right to data portability

This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated. **We do not automate any processing of personal data.**

You are not required to pay any charge for exercising your rights. We have one month to respond to you.

If you would like any further information about any of your rights then please do not hesitate to contact us. You can also find detailed information about your rights on the Information Commissioner's Office website at [www.ico.org.uk/your-data-matters/](http://www.ico.org.uk/your-data-matters/)

If you wish to exercise any of your rights in relation to your personal data, then please contact our Data Protection Officer, Alison Halford via [office@macks.co.uk](mailto:office@macks.co.uk) or at our head office at 4 Woodlands Road, Middlesbrough, TS1 3BE