

## DATA PROTECTION REGULATION

### Privacy Policy

Simply Legal is a trading name of Simply Legal Team Limited a company registered in England & Wales with number: 11806600 and is authorised and regulated by the Solicitors Regulatory Authority SRA, with number 657101 registered office Unit 12, Chess Business Park, Chesham, HP5 1SD.

**Data Protection Officer:** Ms. Saveeta Kaur

**Nature of business:** Provision of legal services

### Contact information:

Simply Legal  
Unit 12  
Chess Business Park  
Chesham  
HP5 1SD  
Tel: 0330 055 2955  
Email: [s.kaur@simply-legal.co.uk](mailto:s.kaur@simply-legal.co.uk)

### Introduction

We hold your personal information and under the Data Protection Regulation (GDPR) we do our utmost to protect your privacy. This applies across the European Union including in the United Kingdom.

Your personal information is data which by itself or with other data can be used to identify you.

We follow security procedures regarding the storage and disclosure of information which you have given us in order to avoid unauthorised loss or access. As such we have security systems and procedures to protect information from unauthorised disclosure, misuse or destruction.

### What information do we hold about you?

Where personal information is collected by us, you will be informed as to what information is being captured and why. The personal information collected may include:

- Your name and contact information
- Your date of birth, national insurance number
- Financial details such as income, bank accounts
- Biometric data such as finger prints
- Information from third parties such as credit reference, fraud prevention, insurance, regulatory, courts, publicly available agencies/ bodies.
- Family, lifestyle or social circumstances if relevant to the service
- Education and employment details for the service, credit. fraud prevention
- Personal data on linked clients to your case, you must have their authority to provide their personal data

### Providing your personal data

We'll tell you if providing some personal information is optional, including if we ask your consent to process it. In all other cases we expect you to provide your personal data so we can provide you a service and act on your behalf.

### **Why do we collect this information?**

We collect personal information to allow us to provide you with a personalised service and in order to comply with our regulatory requirements to help prevent fraud, crime, anti-money laundering and for identity verification.

Your data may be received from you/ exchanged through communication in person, telephone, letters, emails, text / SMS, WhatsApp or other means we have chosen to communicate with each other/ third parties on your behalf or in the interests of our business.

Most of the information is provided by you and sometimes from third parties. We may have to perform checks on you and process information to prevent and detect crime and to comply with laws such as those relating to fraud, bribery, corruption, terrorism, money laundering

### **How we use your information?**

We collect most of your data directly during the journey of our service and sometimes through third parties in order for us to be able to provide an effective service to you and to comply with laws and regulations that apply to us and to protect our business and our clients.

We store sensitive information, such as your name, address or payment details. They simply allow us to provide you with a personalised service.

We may use social networking tools, such as Facebook, Instagram, WhatsApp and Twitter, who may themselves also put cookies on your machine. We have little control over these 'third party' cookies, so we suggest that you check the respective privacy policies for these external services to help you understand what data these organisations hold about you and what they do with it. For instance, the [Facebook Data Use Policy](#) and the [Twitter and Instagram privacy policy](#) give further information about those services.

For further information on cookies visit [www.allaboutcookies.org](http://www.allaboutcookies.org) or [www.aboutcookies.org](http://www.aboutcookies.org).

We may need to monitor our communications with you or record them, for regulatory, legal obligation, legitimate reasons, training and quality control.

Using your data the legal basis and purpose:

1. To manage and perform our services for you
2. For our own legitimate interests such as monitoring and marketing, good governance and to secure your data
3. To comply with legal and regulatory requirements such as to verify your identity, fraud prevention, anti-money laundering
4. Based on your consent, such as when you ask us to share your data or for marketing

You can withdraw your consent at any time, but it may mean we cannot do certain things for you.

### **Who we share your information with?**

The information generated about you is used in order for us to provide you with a personalised service and for marketing, monitoring and analysing our services. Any third parties we share your data with our required to also protect your date under their own privacy policies.

- We may share your data with subcontractors and other persons who help us provide our service to you
- Companies providing a service to us
- Legal, law enforcement, fraud prevention professional, regulatory bodies/agencies, auditors and official bodies such as government bodies and agencies in the UK and overseas to comply with their requirements and the administration of justice.
- All bodies to protect the security or integrity of our business
- In an emergency to protect your and our business interests
- Market research organisation
- Any business we restructure / merge with/ acquires this business
- Anyone else with your consent

### **International transfer of Data**

In some circumstances your data may be transferred overseas. Our control is limited overseas as to what happens with your information. We may need to impose contractual obligations to safeguard your and our interest.

### **How long do we keep your information?**

We will keep your personal information only as long as is necessary to fulfil the purpose for which it was collected and in accordance with our legal and regulatory requirements.

We'll retain your personal data for as long as you may legally bring a claim against us.

### **Your rights**

- You have a right to request a copy of the personal information we hold about you. This is called a subject access request. If you wish to make such a request, contact the Data Protection Officer on our registered office telephone number as advertised on our website and our communications with you.

If you wish to correct any information about you held by we contact our [Data Protection Officer](#) in the first instance.

### **Other information**

- If you require further information about how your personal information is held and processed by we please contact the Data Protection Officer. You can write to us at our Registered Office address as advertised on our website and our communications with you.
- You have the right to move, copy, transfer your personal data.
- You have the right to be informed about our processing of your personal data
- You have a right to correct or complete personal data
- You have a right to object to the processing of your personal data
- You have a right for your personal data to be erased (right to be forgotten)
- You have a right to move, copy or transfer your personal data
- You have a right to have your data reviewed where a decision is made by an automated non- human process

### **Your right to Complain**

We try to meet the highest standards when collecting and using personal information. If you have any concerns with regard to your personal information, please contact our Data Protection Officer in the first instance by writing to at our Registered Office address. You have a right to complain to the Information

Commissioners Office about the way in which we process your personal information. Please go online and see <https://ico.org.uk/concerns>

***Changes to this privacy policy***

**This privacy policy was last updated May 2019**