



HBW LAW LTD T/A HESELTINE BRAY & WELSH

CLIENT INFORMATION POLICY

HOW WE STORE AND USE YOUR PERSONAL INFORMATION

INFORMATION WE COLLECT AND HOLD ABOUT YOU

To enable us to provide you with our services we require certain information about you. Most of this will be provided by you when you make your first appointment. This includes:-

- Your title, full name, contact details (including, for instance, your e-mail address, home and mobile telephone numbers).
- Your home address and correspondence address (where this is different from your home address).
- Your date of birth.
- Your national insurance number.
- Your nationality.

Where applicable some special categories of personal data such as information about your health or if you have special circumstances which may require us to tailor how we communicate with you.

Information which is relevant for your residency and/or citizenship status, such as your nationality, your length of residency in the UK and/or whether you have the permanent right to reside in UK.

We will perform identity checks on you with one or more anti money laundering agencies (AMLA). We may also make periodic searches at AMLA. To do this we will supply your personal information to AMLA and they will give us information about you.

We will use this information to:-

- Verify your identity and your address.
- Verify the accuracy of the data you have provided us with.
- Prevent criminal activity, fraud and money laundering.
- Trace and recover debts.

We will continue to exchange information about you with AMLA while you have a relationship with us.

When AMLA receive a search from us they will place a search footprint on your credit file that may be seen by others.

The identities of the AMLA , their role as fraud prevention agencies, the data they hold, the ways in which they use and share personal information, data retention periods and your data protection rights are available upon request.

WHAT ARE THE LEGAL GROUNDS FOR PROCESSING YOUR PERSONAL INFORMATION (including when we share it with others)

Under data protection laws, we can only process your personal data for certain reasons (including when we share it with other organisations). Below we set out these reasons.

1. Processing is necessary to perform our contract with you and for us to comply with our legal obligations:

- In order to enter into a contract with you and to comply with our legal obligations we will process your personal information as set out below:-
 - At all stages relevant to completing your matter including:-
 - Updating our records.
 - To carry out monitoring and to keep records.
 - Tracing your whereabouts to contact you about your matter.
 - Recovering of any debt.
- For compliance with laws which apply to us.
- To administer our governance requirements such as internal reporting and compliance obligations.
- For establishment, defence and enforcement of our legal rights.
- For activities relating to the prevention, detection and investigating of crime.
- To carry out identity checks and anti-money laundering checks.
- To process information about a crime or offence and proceedings related to that (in practice this will be relevant if we know or suspect fraud).
- To deal with requests from you to exercise your rights under data protection laws.

Where we share your personal information with :-

- Other service providers such as when you ask us to share information about you with them.
- Courts and to other organisations where it is necessary for the administration of justice, to protect vital interests and to protect the security or integrity of our business operations, and
 - Law enforcement agencies and governmental and regulatory bodies such as:-

- HMRC.
- The Financial Conduct Authority.
- The Financial Ombudsman Service.
- The information Commissioner's Office.

2. Legitimate Interests:

The UK's data protection laws allows the use of personal data where its processing is legitimate and isn't outweighed by the interests, fundamental rights or freedoms of data subjects. We will use your personal information for the following legitimate interests:-

- To test the performance of our products, services and internal processes.
- To adhere to guidance and best practice under the regimes of governmental and regulatory bodies such as:-
 - HMRC.
 - The Financial Conduct Authority.
 - The Financial Ombudsman Service.
 - The Information Commissioner's Office.
- For management and audit of our business operations, including accounting.
- To carry out searches at AMLA.
- To carry out monitoring and to keep records.
- Where we share personal information with other organisations and businesses who provide services to us, such as debt recovery agencies, back up and server hosting providers. IT software and maintenance providers, document storage providers and suppliers of other back office functions.

3. Processing with your consent.

There may be certain circumstances where we need to obtain your consent, such as:-

- a) When you request that we share your personal information with someone else and consent to that.
- b) For some of our processing of special categories of personal data such as about your health or if you have special circumstances which may require us to tailor how we communicate with you (it will be explained to you when we ask for that explicit consent what purposes, sharing and use it is for) and
- c) To keep you informed about our products and/or services.

4. Processing for a substantial public interest under laws which apply to us where this helps us to meet our broader social obligations such as, processing that we need to do to fulfil our legal obligations and regulatory requirements.

How and when you can withdraw your consent.

For processing that is based on your consent, you have the right to withdraw your consent. You can do this by contacting us. The consequence might be that we cannot send you marketing communications or that we cannot take into account special categories of personal data, such as about your health or if you have special circumstances which may require us to tailor how we communicate with you. If withdrawing your consent, has any other consequences, we will advise you of this at the time you make the request.

Is your personal information transferred outside the UK?

Your personal information is kept within the UK.

What should you do if your personal information changes?

You should tell us without delay so that we can update our records. You can do this by, writing to us, calling us, visiting our office or by sending us a secure message.

Do you have to provide your personal information to us?

We are unable to provide you with any service or introduce you to a third party at your request without having personal information about you. Your personal information is required:-

- Before you can enter into the relevant contract with us.
- During the life of that contract and
- It is required by laws that apply to us.

If we already hold some of the personal information that we need – for instance if you are already a client – we may need to collect it again when you contact us regarding a new matter.

For how long is your personal information retained by us?

We will keep your personal information for as long as you are a client of ours.

After you stop being a client, we may keep your data for up to 7 years for the following reasons:-

- A) To respond to any queries or complaints.
- B) To maintain records according to rules that apply to us.

We may keep your data for longer than 7 years if we cannot delete it for legal, regulatory or technical reasons.

What are your rights under data protection laws?

Here is a list of the rights that all individuals have under the data protection laws. These include:-

- The right to be informed about processing of your personal information.
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.
- The right to object to processing of your personal information.
- The right to restrict processing of your personal information.
- The right to have your personal information erased (the “right to be forgotten”).
- The right to request access to your personal information and to obtain information about how we process it.
- The right to move, copy or transfer your personal information (“data portability”).

You also have the right to complain to the Information Commissioner’s Office who regulates data protection laws. You can find further information by visiting www.ico.org.uk or by calling the ICO on 0303 1231113.

How to get a copy of your personal information (Data Subject Access Request).

You can obtain a copy of your personal information held by us by writing to us at 29 Church Street, Barnsley, S70 2AL.

We will need address verification and identification documents for each individual making a Data Subject Access Request.

Original or certified address verification and the certified identification documents which are acceptable include:-

- Utility bill (dated within the last 3 months, mobile phone bills not accepted).
- Council tax bill for the current year.
- Bank statement (dated within the last 3 months).
- Mortgage statement from a recognised lender for the current year.
- Driving licence which shows your current address.
- Passport.

We can accept photocopies of ID but these must be certified or stamped either by an accountant, solicitor, bank or an independent financial advisor. It has to be clear that the ID has been certified by one of these people, providing their names and business address.

We’ll deal with your request as quickly as possible, but in no more than 30 calendar days from receipt of all required identification.

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