

PRIVACY POLICY

Who are we?

Mark Redler Solicitors Limited (trading name Mark Redler & Co.) is a limited liability company incorporated in England and Wales and is a 'controller' under the UK General Data Protection Regulation and the Data Protection Act 2018.

Description of processing

The following is a broad description of the way this organisation/data controller processes personal information.

Whose data do we hold?

We may hold data about the following people:-

- Employees
- Clients
- Suppliers and service providers
- Advisors, consultants and other professional experts
- Complainants and enquirers

What data will we collect?

We will only collect information from you that is relevant to the matter that we are dealing with. In particular, we may collect the following information from you which is defined as 'personal data':

- Personal details
- Family, lifestyle and social circumstances
- Financial details
- Business activities of the person whose details we are processing
- Education and employment details
- Goods or services provided

Special categories

We may also collect information that is referred to as being in a 'special category'. This could include:

- Physical or mental health details
- Racial or ethnic origin
- Religious beliefs or other beliefs of a similar nature
- Offences and alleged offences
- Criminal proceedings, outcomes and convictions

- Sexual orientation
- Trade union membership

Basis for processing

The basis on which we process your personal data is one or more of the following:

- It is necessary for the performance of our contract with you
- It is necessary for us to comply with a legal obligation
- It is in our legitimate interests to do so
- You have given us your consent (this can be withdrawn at any time by advising our Data Protection Officer)

How will we use your data?

- Provision of legal services, including advising and acting on behalf of clients
- Promotion of our goods and services
- Provision of education and training to clients and employees
- Maintaining accounts and records
- Supporting and managing staff

Who will we share your information with?

Under our Code of Conduct, there are very strict rules about who we can share your information with and this will normally be limited to other people who will assist with your matter. This may include:

- Barristers
- Medical experts
- Private investigators
- Healthcare professionals, social and welfare organisations
- Courts and tribunals
- Current, past or prospective employers
- Educators and examining bodies
- Business associates
- Trade associations and professional bodies
- Suppliers and service providers
- Ombudsman and regulatory authorities
- Employment and recruitment agencies
- Complainants and enquirers
- Financial organisations
- Credit reference agencies
- Central government

Where you authorise us, we may also disclose your information to your family, associates or representatives and we may also disclose your information to debt collection agencies, tracing agencies and Courts if you do not pay our bills.

How long will we keep your information for?

- We will normally keep your information throughout the period of time that we do work for you and after for a period of six years, as we are required to do by law, and also by the regulations that apply to us, such as the Solicitors Regulation Authority.
- In some cases (for example, where we have prepared a Will for you), we may retain your information for a longer period and we will advise you of this at the time.
- More information is set out in our Data Retention & Disposal Policy, which is available on request from the Data Protection Officer.

Transfers to third countries

- We may, from time to time, transfer your personal data to a country outside of the European Economic Area (EEA).
- Normally, this will be necessary for the performance of your contract with us or for the exercise or defence of legal claims on your behalf.
- Sometimes we may transfer for other reasons and we will ensure that appropriate safeguards are in place at all times.
- Any transfers will be made in full compliance with all aspects of the Data Protection Act.

Statement of exempt processing

This data controller also processes personal data which is exempt from notification.

Security arrangements

- We shall ensure that all the information that you provide to us is kept secure using appropriate technical and organisational measures.
- In the event of a personal data breach, we have in place procedures to ensure that the effects of such a breach are minimised and shall liaise with the ICO and with you as appropriate.
- More information is available from the Data Protection Officer.

Taking Payments

- We shall ensure that only you as our client, are able to make payments of relevant invoices/disbursements/bills. We will not take payment from other family members, friends, etc, that may call to make the payment, without express consent from yourself as our client. The figure for the payment will not be disclosed again without the express consent from you as our client.

What rights do you have?

You have the following rights under the UK GDPR:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure

- Right to restriction of processing
- Right to data portability
- Right to object
- Rights concerning automated decision-making and profiling

Right of access

- You have a right to see the information we hold about you.
- To access this, you need to provide a request in writing to our Data Protection Officer, together with proof of identity.
- We will usually process your request free of charge and within 30 days, however we reserve the right to charge a reasonable administration fee and to extend the period of time by a further two months if the request is manifestly unfounded or vexatious and/or is very complex.
- Full details are available in our Data Subject Access Policy, which is available on request from the Data Protection Officer.

Right to erasure

- You have a right to ask us to erase your personal data in certain cases (details may be found in Article 17 of the UK GDPR).
- We will deal with your request free of charge and within 30 days, but reserve the right to refuse to erase information that we are required to retain by law or regulation, or that is required to exercise or defend legal claims.
- To exercise your right to erasure, please contact our Data Protection Officer.

Who can you complain to?

- If you are unhappy about how we are using your information or how we have responded to your request, then initially you should contact the Data Protection Officer, Christopher Redler, Mark Redler & Co., 23 Greengate Street, Stafford, ST16 2HS, credler@markredler.co.uk.
- If your complaint remains unresolved, then you can contact the Information Commissioner's Office, details available at www.ico.org.uk.

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