

PRIVACY POLICY

Introduction

Peterson Solicitors Limited takes the privacy of its management of data and website users seriously. Please read the following information carefully. This privacy notice contains information about what data we collect and store about you and why. It also tells you who we share this information with, the security mechanisms we have put in place to protect your data and how to contact us if you have a complaint. If you have any requests concerning your personal information or any queries about these practices, please contact us by e-mail at info@petersonsolicitors.co.uk

We are committed to safeguarding the privacy of our website visitors and service users; in this policy, we explain how we will handle your personal data.

Retaining and deleting personal data

This Section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

- Enquiry data – will be held for a maximum of 18 months if the enquiry doesn't progress into a case the personal details supplied will be deleted.
- Call data – call recordings will be held for a 30-day period and used for training and quality control.
- Client data and Correspondence data – We are required to keep our file of papers (except for any of your papers which you ask to be returned to you) for six years. We keep the file upon the understanding that we have your authority to destroy it six years after the date of the final bill we send you. We will not destroy the documents you ask us to deposit in safe custody.

Your options and consent

You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to the supply of appropriate evidence of your identity for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address.

We may withhold personal information that you request to the extent permitted by law.

Your rights

In this Section, we have summarised the rights that you have under data protection law. Some of the rights are complex, and not all of the details have been included in our summaries.

Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Your principal rights under data protection law are:

- (a) the right to access;
- (b) the right to rectification;
- (c) the right to erasure;
- (d) the right to restrict processing;
- (e) the right to object to processing;
- (f) the right to data portability;
- (g) the right to complain to a supervisory authority; and
- (h) the right to withdraw consent.

You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and

freedoms of others are not affected, we will supply to you a copy of your personal data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee.

You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.

In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.

You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

How to make a complaint

We hope that you are happy with our service and that we can resolve any issues or complaints that arise.

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where the alleged infringement of data protection laws occurred.

The UK supervisory authority is the Information Commissioner's Office who can be contacted at <https://ico.org.uk/make-a-complaint/>.

Our details

Peterson Solicitors Limited is a Limited Company authorised and regulated by the Solicitors Regulation Authority Registration No. 628235

Our registered office is 38 Hoghton Street, Southport, PR9 0PQ

You can contact us:

- (a) by post, using the postal address above;
- (b) using our website contact form;
- (c) by telephone, on 01704 320160;
- (d) by email, info@petersonsolicitors.co.uk