



## **PRIVACY NOTICE**

We at Arlington Crown Solicitors value your privacy and are committed to protecting the way in which your personal data or information is treated. Accordingly, we have updated our policy so that it provides you with the following information:

- (a)** Who we are?
- (b)** What information is being collected and why is it being collected?
- (c)** How is the information collected?
- (d)** How will the information be used and what is the legal basis for processing your information?
- (e)** How long will the data be stored?
- (f)** Will the information be shared with any third parties?
- (g)** The rights you have regarding your personal information?

We may update or change this notice at any time so you should therefore check our website from time to time to ensure you are aware of any changes.

### **(a) Who are we?**

Arlington Crown Solicitors is the trading name of Arlington Crown Solicitors Limited (Company number 08076344) of 202 Green Lanes, Palmers Green, London, N13 5UE

Arlington Crown Solicitors is a "data controller". This means that we are responsible for deciding how we hold and use your personal information.

### **(b) What information is being collected and why is it being collected?**

The primary information we collect consists of your personal data such as your name, contact details (including copies of passport and driving licence), financial information and specific details pertaining to your case.

We do this to enable us to provide legal services including advising and acting on your behalf. We also process personal information in order to maintain our own accounts and records.

More advance information is collected in accordance with the matter in which you are seeking our advice or representation, this can also include sensitive personal information which includes aspects of your private life, racial or ethnic background, affiliation of political parties or movements, or any other such sensitive topics.

More information about the types and classes of information, as well as confirmation of our registration with the Information Commissioners Office, can be found here: <https://ico.org.uk/ESDWebPages/Entry/Z974859X>.

If you give us information about another person, it is your responsibility to ensure that you have made the other person aware of how we may use and disclose their information and ensure that the said person has given you consent to provide us with their details. You must

not provide us with another person's personal information unless you have his or her consent to do so.

The personal information we collect is required to enable us to provide the service or services that you have requested of us and, without this personal information, our ability to provide the requested service or services may be delayed or hindered.

### **(c) How is the information collected?**

We typically collect personal information about you directly from you during the course of our business. However, we do, where relevant obtain information from publicly available sources such as the Land Registry and Companies House and/or Social Media outlets and from third parties directly which can include family and friends, financial advisors, estate agents, banks/lenders, mortgage advisors, HM Revenue & Customs, the Courts/Tribunals service etc.

We also obtain information from third parties with your consent, such as other professionals including but not limited to doctors, accountants, estate agents and so forth.

### **(d) How will the information be used and what is the legal basis for processing your information?**

As a data controller, we may use your information, for the following purposes (please note that this is list is not exhaustive):

- to comply with your instructions;
- to identify you and to identify any conflicts of interest;
- to fulfil our legal, regulatory and risk management obligations, including establishing, exercising or defending legal claims;
- to detect, investigate and prevent fraud;
- for our legitimate interests (or those of a third party); and
- to update and enhance client records.

While the above also outlines the legal basis for which we are processing your personal information, there may be instances where we also request your written authority/consent to process your personal information, this may include circumstances where a third party requires we obtain your written authority before providing any personal information to us.

#### **Information obtained through our website**

In order to track and monitor the use of our website we use Google Analytics, which is a web-based tool that tracks, and reports how our website is used which in turn helps us to improve it. Google Analytics does this by placing 'cookies' on your device which are small text files. The information that these cookies collect includes the number of visitors, what information was viewed and the length of time spent. This information is then aggregated and therefore remains anonymous.

You are entitled to refuse the use of these cookies or withdraw your consent at any time by alternating certain settings on your browser. Please note that by refuse the use of these cookies or withdraw your consent it may affect your use and experience of the website. By continuing to use the website without changing your browsers privacy settings, you are agreeing to our use of cookies. You can find out more about cookies by visiting <https://ico.org.uk/for-the-public/online/cookies/>.

### **(e) How long will the data be stored for?**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. It will be retained for as long as we feel it is necessary in order to meet our obligations to you, our legal obligations in general and the obligations of any third party, such as a regulator or insurance provider and for as long as it is necessary to respond to any queries, complaints or claims made by you or by a third party your behalf, to enable us to carry out conflict of interest checks, and to keep any records required by law.

In certain circumstances we may anonymise or “pseudonymise” your personal information so that you can no longer be associated with it. Where this is done we may continue to use such information without further notice to you.

#### **(f) Will the Data be shared with any third parties?**

We may have to share your personal information with third parties such as regulatory authorities, courts and tribunals, government agencies and law enforcement agencies. We may also be required to disclose your information to comply with legal or regulatory requirements.

We will not sell, rent or otherwise make personal information commercially available to any third party, except with your prior written consent.

There are also services provided to us, which are carried out by third-party providers such as photocopying and printing, IT (including back-up) services, and accounting and/or banking facilities.

More information about who we may share your personal information can be found here: <https://ico.org.uk/ESDWebPages/Entry/Z974859X>.

Furthermore, in order to meet your instructions and carry out the services being provided to you, it may be necessary for us to share your personal information outside the European Economic Area (EEA) such as where one or more of your service providers are located outside the EEA or if you yourself are based outside the EEA. Unless with your express consent or if the situation otherwise requires it, we will also attempt to ensure that the country has been deemed to provide an adequate level of protection for personal data by the European Commission more information about this can be found here: [https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries\\_en#dataprotectionincountriesoutsidetheeu](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en#dataprotectionincountriesoutsidetheeu).

#### **(g) The rights you have regarding your personal information?**

Under the General Data Protection Regulations, you have the following rights:

**Right of access-** You have a right to access a copy of the personal information that is held (subject to Data Protection Laws).

**Right of rectification-** You have a right to correct personal information that is held if it is inaccurate or incomplete.

**Right to be forgotten-** in certain circumstances you can ask for the personal information held to be erased (subject to the retention terms set out above).

**Right to restrict processing-** where certain conditions apply you have a right to restrict processing (please note this may impact our ability to provide our services).

**Right to data portability-** You have the right to have the personal information held to be transferred to another organisation, where applicable we will provide copies of personal information in a machine readable format.

**Right to object-** You have the right to object to certain types of processing, such as marketing (please note that we will never use contact information for marketing purposes).

**Right to withdraw consent-** In the limited circumstances where you may have provided consent to the collection, processing and transfer of personal information for a specific purpose, they have the right to withdraw that consent for that specific processing at any time.

If you wish to exercise any of the above rights, please contact us so that your request may be processed at which time we will also confirm what we need from you in order to comply with your request.

You will not be required to pay a fee to exercise any of the above rights unless we feel that your request is clearly unfounded, repetitive or excessive in which case we may charge a reasonable fee or refuse to comply with your request in these circumstances.

Every attempt will be made to respond to all legitimate requests within one month however, occasionally it may take us longer if your request is complex or you have made more than one request in which case, you will be notified and kept updated as to the timescales.

While we also hope that we can resolve any query or concern you may have, the General Data Protection Regulation also affords you the right to lodge a complaint with a supervisory authority. The supervisory authority for the United Kingdom is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

### **LINKS TO OTHER WEBSITES**

Our website contains links to enable you to visit other websites. Once you have used these links to leave our website, we have no control and are not responsible for the protection and privacy of any information which you provide.

### **CHANGES TO THIS PRIVACY NOTICE**

We review this privacy notice on a regular and reserve the right to update it at any time, and we will make a new privacy notice available on our website.

### **QUESTIONS ABOUT THIS PRIVACY NOTICE**

If you have any questions about this privacy notice, please contact us via email at [info@arlingtoncrown.com](mailto:info@arlingtoncrown.com), post to 202 Green Lanes, Palmers Green, London, N13 5UE or telephone on +44 (0) 20 8882 1166.

**Date:** 24 May 2018

#### **Arlington Crown Solicitors**

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