

Privacy Policy – 23/5/18

Clapham & Collinge LLP is a Limited Liability Partnership of Solicitors providing legal services and other related advice/work. In acting for you in order to comply with our contract with you and deliver the services required by you we have to use your personal information and the data we collect about you. We will always do this in accordance with the EU General Data Protection Regulation (GDPR). This also applies to potential clients who might seek to instruct us or are making enquiries about the possibility of instructing us or using our services.

This Privacy Policy explains to you how we will use your personal information and data.

What information do we collect about you?

We collect information about you as necessary for us to be able to carry out the work required by you. This also includes collecting information from potential clients that make enquiries or might wish to instruct us. The information that we collect is limited to what is necessary to carry out your instructions and comply with the contract or potential contract between us.

To comply with legislation such as that covering money laundering and proceeds of crime we are required to collect and hold centrally identification information and data about you. We will collect and hold that information electronically for the minimum period prescribed by the legislation relating to this which is currently 5 years from the date of the closure of your file.

How will we use the information about you?

We collect and hold information about you to be able to provide the services sought by you and to comply with the contract between us and you. We will not use information obtained about you for any other purpose unless you consent to this.

The information provided by you we may need to pass to third parties such as Barristers, Financial Advisers, Accountants and Surveyors as part of our work for you and to be able to provide the services sought by you. We will only do this with your consent and if we are satisfied that the recipient will hold that information in a safe manner in compliance with the GDPR.

We use cloud services to store data e.g. in emails.

Marketing

As part of the work for you that we carry out we will where appropriate suggest other services offered by us but will not send to you any general information or marketing information about products and other services that we offer without your consent.

At points during our work for you and at the conclusion of the work we will ask you to give permission for us to send marketing information about other services or products that we offer to you although you will always have the option to “opt out” at any point and not receive any further marketing material from us.

Access to your Information and Correction

This Policy is in accordance with the GDPR. Under this you have the right to request a copy of the information that we hold about you and other rights as set out in the GDPR. This includes the right to ask for a correction or removal of information that you think is inaccurate. All such requests for information/correction or any other data subject access requests under the GDPR can be given to us in any way although we do ask that this is confirmed in writing

immediately so that we can fully understand the nature of the request and the action that you wish to have taken. Ideally this should be done by email to sar@clapham-collinge.co.uk. We will require you to provide identification documents so that we can be sure that the request has come from you. Those responsible for dealing with any such request are our Data Protection Leads who are currently Neale Grearson and Ben Lowe.

Storage of Files

At any time you are entitled to your file of papers that we hold in relation to the work that we do for you if you have paid all of our charges for the work done. This could be a hard copy file or electronically stored one. As the work progresses we will provide you with copies of all letters and documents that we consider are relevant and that you should see although you have the right to request copies of everything and the entire file.

At the conclusion of our work and the closure of your file the hard copy of the file will be confidentially destroyed. We will then retain an electronic copy for usually 15 years. This could be longer depending on the type of work that we do and the need to retain some files for a longer period. For example if a file relates to the preparation of a Will we will keep this for a period of 99 years from the date of closure of the file. We can agree with you a longer period of retention and storage of your file if you wish us to. At any point if you wish to retrieve the electronic copy of your file there will be no charge for doing this but at the end of the period of retention referred to above and set at the time of closure of your file the electronic copy will be permanently deleted without further reference to you. This is to ensure that we comply with the requirements of the GDPR. You will not be able to request the deletion of the electronic copy of your file before the date we set for the permanent deletion of the electronic file as we have a legitimate interest to retain it for this minimum period.

Use of Cookies

We may use analytical cookies on our website to allow us to monitor and analyse the traffic to the site. This information does not identify you personally and is statistical in nature. When using the website you will be given the opportunity to decide what (if any) cookies you will allow to be used.

Changes to our Privacy Policy

This Privacy Policy was last updated on 24 May 2018.

How to Contact Us

Please contact us if you have any questions about our Privacy Policy or the information that we hold about you by email to enquiries@clapham-collinge.co.uk or to Neale Grearson at ng@clapham-collinge.co.uk or Ben Lowe at bl@clapham-collinge.co.uk or write to us at St Catherine's House, All Saints Green, Norwich, Norfolk. NR1 3GA