

Meade King

Solicitors

PRIVACY NOTICE

Last Revision Date December 2020

Meade King LLP is a law firm based in Bristol, UK. We provide legal services nationwide to businesses and individuals. As a result and as part of our business we collect and process client and non-client data. We do this governed by the data protection laws here in the UK.

We take protecting your privacy and rights seriously. We are registered as a 'Data Controller' with the Information Commissioner's Office (ICO) and our registration number is Z6422294.

This privacy notice tells you how we collect, manage, process, store and share personal information about you either as a contact or because you visit our website.

If you want to contact us about your rights under GDPR, please email privacy@meadeking.co.uk or write to Privacy, Meade King LLP, Springfield House, Bristol, BS1 4AG.

1. YOUR RIGHTS

1.1 You have rights under the Data Protection Acts and the General Data Protection Regulation (GDPR). These rights mean that we can only use your personal data if we have a lawful reason to.

The lawful reasons for using your data are:

- a) we have your consent
- b) it is our legal duty
- c) to fulfil a contract we have with you for our services
- d) it is in our legitimate interest

1.2 You have the right:

- a) to be informed about how we store and process your data. This privacy notice gives you that information.
- b) to access your personal data. You can ask us to tell you what information we hold about you and why we have it.
- c) to ask us to rectify any errors in the personal data we hold.
- d) to delete your personal data. This is also known as right to be forgotten. In some circumstances we may not lawfully be allowed to comply with your request.
- e) to stop us from processing your personal data. In some circumstances we may not lawfully be allowed to comply with your request.
- f) to object to us processing your data relating to direct marketing.
- g) you also have rights in relation to automated decision making and profiling but we do not use these.

2. THE PERSONAL DATA WE COLLECT ON YOU

2.1 This information is known as ‘personal data’ and can include information such as:

- a) Your name
- b) Postal address
- c) Email address
- d) Telephone number
- e) Occupation
- f) Information about tax affairs, bank accounts, investments and statutory returns needed for the provision of our services.
- g) Driving licence, passport or birth certificate so we can carry out ID checks for our money laundering obligations.

2.2 We do also hold sensitive information on:

- a) Mental or physical health
- b) Ethnic origin or race
- c) Gender

But we will ask you if we need to hold your sensitive personal data.

2.3 We may record some calls, but we will inform you if we do.

2.4 We collect your data:

- a) Through our website
- b) When you engage our services (or potentially engage)
- c) Through communications such as telephone, email, post or social media
- d) Networking
- e) When we engage service providers
- f) By third parties or publically available resources such as Companies House.

2.5 When you use our digital services, such as our website, we do collect data from you using cookies and internet tracking software like Google Analytics. This information helps us understand how you use our digital services and to give you improved information.

2.6 Our [Cookie Policy](#) tells you some more about the cookies we use and tells you how you can adjust your cookie settings.

3. HOW WE USE YOUR DATA

3.1. We do need to collect information about you so we can:

- a) Provide legal services to you under a contract (in the Letter of Engagement)
- b) Send you information, products or services you have requested or which we think will interest you if you have given consent or by Legitimate Interest
- c) Invoice you for legal services and collect payment
- d) Deal effectively with any potential complaints or legal proceedings
- e) Meet all our regulatory & legal requirements such as money laundering
- f) Monitor our website usage and make sure it works across all devices
- g) Allow you to make an enquiry or ask us a question through our website
- h) Notify you of any changes to our services
- i) Process all job applications

- 3.2. If you do not want to supply us with some personal information when we request it, this could stop us either providing our contractual obligations or stop us from fulfilling our legal or regulatory obligations.

We may need to process your personal data without your knowledge or your consent, but we will only do this where we are legally required or allowed to.

- 3.3. We do use social media and may want to process and public comments made by you.

4. MARKETING & LEGITIMATE INTERESTS

- 4.1. We might process your data for our own legitimate interests but only if those interests do not override your own. This includes any interests, rights or freedoms that have personal data protections. This does include processing for marketing, business development along with statistics and management information.
- 4.2. If you are an existing client or contact, we will send you information about products, services and events that we think will interest you. You can ask us at any time to stop contacting you for marketing purposes.
- 4.3. We will never share or sell your data to a third party for marketing purposes.

5. DATA SHARING

- 5.1. Your data is retained within Meade King LLP unless we are required to or permitted to disclose it by law or when we use third party service providers to supply our services.
- 5.2. Your data may be passed to a third party if it is needed to administer the relationship between us or if we have a legitimate interest to do so.
- 5.3. We do use third party providers to help us supply services to you. These include:
 - a) Credit Safe
 - b) Cloud Backup for IT purposes
 - c) Secure document exchange systems - Safelink
 - d) Mailchimp
 - e) Offsite storage and cleaning services
 - f) Jordan's Company Formation
 - g) Property search providers
- 5.4. Your personal data is protected by our third party service providers, who are required to take reasonable and appropriate steps to do this. We only allow them to process your personal data for a specific purpose and only when instructed by us.
- 5.5. Your personal data may be sent outside of the European Economic Area (EEA), but we will take reasonable and appropriate steps to see that your personal data is protected in the same way it would be when held in the EEA.

6. DATA RETENTION

We will only keep your personal data for as long as necessary to fulfil the purpose for which it is collected. When we assess how long to keep your data, we will consider:

- If it will assist you for us to hold this information e.g. your will or title deeds
- The needs of our business and the services given
- Our legal and statutory obligations
- The reasons why we collected your personal data
- The lawful grounds we relied on to process your data
- The type of personal data we hold
- The amount and whether it is classed as sensitive personal data
- If the purpose of processing could be fulfilled by other means

7. DATA DELETION

You have the right to delete your data under GDPR in some circumstances. Any requests to delete your personal data will be considered individually and must be sent in writing using the details in this privacy notice.

8. ERRORS AND CORRECTION

We will update and correct any errors in your personal data as soon as we can as long as you make the request in writing and send it using the details in this privacy notice. You will need to specify which data is incorrect or out of date.

9. DATA SECURITY

We have implemented reasonable and appropriate measures to stop your personal data from being accidentally lost, used, changed, disclosed or accessed without authorisation. We limit access to your data to employees, agents and other third parties who have a business need to access it. They only process it on our instructions and are bound by confidentiality.

We have procedures in place to deal with a suspected data security breach. We will tell you and all applicable regulators of a suspected breach if we are legally required to.

10. ACCESS TO YOUR DATA

10.1 We want to be as open as possible to give people access to their personal data. You can make a Subject Access Request under GDPR. This is how you can use your right to request a copy of the personal data we hold about you. You can make your data subject request in any way you choose making it clear the information that you wish to obtain. We have a designated email address privacy@meadeking.co.uk if you want to use this.

10.2 We will:

- a) confirm your data is being processed
- b) confirm the purpose of processing and the lawfulness
- c) confirm the categories of personal data being processed
- d) confirm the type of recipient to whom your personal data has been or will be disclosed

e) give you a copy in a form you can easily read

10.3 We may ask you to provide identification to prove who you are so you can access your data.

10.4 If we do not hold any information about you, we will also confirm this in writing as soon as we can.

11. PRIVACY NOTICE CHANGES

This privacy notice is regularly reviewed. You should check it regularly so you keep up to date with any changes. We may show you this notice from time to time so you are aware of its contents.

12. WITHDRAWING YOUR CONSENT

If we are relying on your consent to process your personal data, you can withdraw that consent at any time. Please let us know immediately if you want to withdraw consent.

You should note:

- a) Your withdrawal of consent does not affect that the earlier processing was lawful
- b) Your withdrawal of consent may mean that we cannot continue to provide you with services.
- c) Even if you withdraw consent, we may be able to process your data lawfully on another legal basis (if we have a legal obligation to process your data).

13. COMPLAINTS

You can complain at any time about the processing of your personal data. Please contact us using the details contained within this notice. If you are still not satisfied after contacting us, you can complain to the [Information Commissioners Office](https://ico.org.uk/concerns) - <https://ico.org.uk/concerns>.