



## Privacy Policy

### This Policy

This Privacy Policy provides you with information as to how I may obtain and process personal data relating to you. Under the EU's General Data Protection Regulation (GDPR), you are a "data subject" and I am a "data controller". As such, I am responsible for deciding how I hold and use personal data about you. I am committed to protecting the privacy and security of your personal data.

### The information collected

All of your data will be held either electronically or manually in my client management/filing system. This will include:

- Information such as your name, email address, postal address and phone number(s);
- Financial information, including bank details and other payment-related information;
- Identification documents (which may include copies of identification such as your passport and driving licence, and proof of address) as explained to you in my terms of business;
- Any other information relating to you which you may provide to me.

### How will I use your personal data?

I may process your personal data for the purpose of providing legal services to you. Your data may be collected directly from you during the process of setting you up as a client or during the course of taking instructions from you or when providing legal advice. I will only use your data when it is fair or lawful to do so. This is done so that I can:

- Correspond with you.
- Carry out your instructions in accordance with my agreement with you.
- Where it is necessary for "legitimate interests" as defined by the ICO; that is when providing you with advice in accordance with our agreement and any reasonable purpose extending from that, but only where your interests and fundamental rights do not override those interests.
- Where you have provided your consent and that consent has not been withdrawn.

In relation to legitimate interest, I may process your personal data for my own business purposes, including but not limited to:

- Providing information requested by you;
- Carrying out conflict checks to ensure that I am able to provide services to you;
- Ensuring compliance with money-laundering legislation, and for the prevention or detection of crime;
- Ensuring my safety and security and that of my premises (where I may also use CCTV);
- Promoting my services, including sending legal updates which may be of interest to you (unless you have opted out of these communications);
- Fulfilling my legal, regulatory and risk management obligations If it is in the public interest or where I need to protect your or someone else's interests.
- Enforcing legal claims, including debt collection.
- Collecting and making use of data obtained as a result of your use of my website. Such data is derived from your personal data but is not considered personal data as this data does not directly or indirectly reveal your identity. For example, I may aggregate data relating to the number of users accessing a specific area of my website;

- The use of monitoring tools to monitor use of my website by placing a cookie on your device which tracks this activity.

### **Cookies**

A cookie is a small data file which is stored on your browser or the hard drive of your computer/other device when you access my website. Please visit my Cookies Policy for more information. You are able to disable or refuse cookies but please note that some areas of my website may not be accessible or function properly in this case.

What is the legal basis for processing your personal data?

I will only process your personal data where I have a lawful basis for so doing. This is likely to be one or more of the following reasons:

- Where it is necessary for me to be able to carry out your instructions in accordance with our agreement;
- Where it is necessary in relation to any legal claims or proceedings;
- To comply with legal and regulatory obligations;
- For my legitimate interests, as set out above;
- In some circumstances, I may also process personal data where you have provided your consent.

### **Failure to provide personal information**

Your failure to provide certain personal data when requested may result in me being unable to perform my contractual duties to you and/or my legal obligations.

### **Special category data**

The UK GDPR singles out some types of personal data as likely to be more sensitive and gives them extra protection. This is referred to as 'special category data'. As part of my instructions from you and/or my wider legal obligations, I may also collect, store and use some special category data, including:

- Data about your health, including medical conditions and sickness records.
- Data about your race, ethnicity, religious beliefs, trade union membership, sexual orientation and political opinions.
- Data about any criminal convictions and offences.
- Data from which you can be identified, including your name, address, date of birth.

This special category data will only be processed to the extent that it is necessary for the establishment, exercise or defence of legal claims, proceedings or other issues or with your explicit written consent which may be withdrawn by you at any time.

### **Under what circumstances will I contact you?**

I will only ever contact you when necessary, or when you have requested that I do so and I will not ask you for unnecessary information.

### **Disclosure of data**

Where permitted by law to do so, in providing a service to you and in complying with my legal obligations, I may share your personal data with third parties as follows:

- in respect of any matter with which you may be involved, third parties to the extent that such disclosure is reasonably necessary in connection with that matter, such as the courts, tribunals, barristers, other parties and experts involved in that matter;

- suppliers and service providers used by me in providing my services, such as IT service providers (including hosting, email and software providers), any outsourced support services such as document processing and dictation;
- debt collection, credit reference and tracing agencies;
- other legal advisors, who may be based outside the EU where advice in a particular jurisdiction is required;
- my accountant or my own legal and other professional advisors, insurers and insurance brokers;
- government agencies, regulators and other authorities;
- to comply with a legal obligation, or to enforce or apply my terms of business and other agreements or to protect my rights and property, those of my clients or other third parties.

### **Data security and accuracy**

I have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Further, any access to third parties is strictly on a need-to-know basis and subject to them also processing your data in accordance with the GDPR. It is important that the personal data that I hold about you is accurate and current. Therefore, please keep me informed if your personal data changes.

### **How long do I keep your data?**

I keep personal data in accordance with my internal privacy policy. The retention time depends on the type of information and the purpose for which the information is collected and used. The policy takes into account legal and regulatory requirements and is always subject to review, but most data is retained for a minimum of six years. If you have any questions in this regard, please contact me using the contact details set out below.

### **Transfer and storage of data outside the EU**

Where any transfer is made to another solicitor, lawyer, adviser or expert witness outside of the EU, I will usually do this on the basis that the transfer is necessary for the performance of my agreement with you.

### **What are your rights in relation to the data I hold?**

The GDPR provides you with certain rights. These include:

- the right to request access to the personal data that I hold about you and how I process it;
- the right in certain circumstances and in accordance with applicable data protection law to have personal data that I hold about you rectified or restricted;
- to have personal data that I hold about you deleted in certain circumstances
- in certain circumstances, the right to receive or ask for your personal data to be transferred to a third party;
- to object to how I process your personal data in certain circumstances, including the right to ask me not to process your personal data for marketing purposes;
- where I am processing personal data relating to you on the basis of having your consent to do so, you may withdraw your consent at any time. Please note that this could mean that I am no longer able to provide my service to you. If you would like to exercise any of the rights set out above in respect of your personal data, please see the contact section below.

### **What forms of ID will I need to provide?**

I may ask you to verify your identity if you make a request to exercise any of the rights set out above. This is a security measure to ensure that personal data is not disclosed to the wrong person. Acceptable ID will include your passport, driving licence, notarised document and a utility bill dated within the last three months.

### **Is there a fee?**

There is no fee to pay unless your request is clearly unfounded, repetitive or excessive. In such circumstances, it is also open to me to refuse to comply with your request. You may have the right to lodge a complaint to the Information Commissioner's Office (ICO), which is the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). I hope that this will not be necessary and will always attempt to deal with any GDPR issues that you may have.

### **Contact**

If you would like to see what personal data I hold on you and how it is processed, you can contact me to request this. This is known as a Data Subject Access Request (DSAR) and you must request this in writing (either by post or email), providing the necessary identification before any information is released. I will provide you with the information sought within one month of either your request (if I already have your identification details) or from the date of your identification.

If you wish to submit a DSAR, or have any questions regarding this privacy statement, please send your written request:

by email: [laura@laurabyers.co.uk](mailto:laura@laurabyers.co.uk)

by post: 35 Asher Reeds, Langton Green, Tunbridge Wells, Kent TN3 0AN

### **Policy Changes**

If I make any changes to this privacy statement, I will post the updated version on my website.



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Member of The Law Society, the Society of Will Writers  
Affiliated member of the Society of Trust & Estate Practitioners (STEP)



For information on how I handle your personal data, please see my privacy notice on my website. This letter is intended for the addressee only. This includes any attachments. Its unauthorised use, further processing, storage or copying is not allowed. If you are not the intended recipient, please let the sender know and then destroy all copies.

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