

PRIVACY POLICY

Symonds Solicitors are committed to protecting and respecting your privacy.

This policy together with our terms of use www.symonds-solicitors.co.uk/terms-of-use.pdf and any other documents referred to on it sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.symonds-solicitors.co.uk you are accepting and consenting to the practices described in this policy.

We collect certain information or data about you when you use www.symonds-solicitors.co.uk.

We collect:

- Questions, queries or feedback you leave, including your email address if you contact www.symonds-solicitors.co.uk
- Your IP address, and details of which version of web browser you used
- Information on how you use the site, using cookies and page tagging techniques

This data can be viewed by authorised people within COMPANY NAME to:

- Improve the site by monitoring how you use it
- Gather feedback to improve our services, for example our email alerts
- Respond to any feedback you send us, if you've asked us to

FOR WHAT PURPOSES DO WE PROCESS YOUR DATA:

Performance of contract

Symonds Solicitors will process your data pursuant to the contractual agreement between us to provide you with legal services.

Security and website performance

Symonds Solicitors uses a third party service to help maintain the security and performance of the Symonds Solicitors website. To deliver this service it processes the IP addresses of visitors to the Symonds Solicitors website.

THE LEGAL BASIS' USED FOR PROCESSING YOUR DATA:

Symonds Solicitors may process your data if the processing of that data is necessary for:

- the performance of a contract to which you are a party or in order to take steps at your request prior to entering into a contract.
- to comply with legal obligations or regulatory obligations to which Symonds Solicitors is subject.
- our own legitimate interests, the interests of a third party where your fundamental rights or interests do not override those interests.

WHERE YOUR DATA IS STORED:

We store your data on secure servers in the European Economic Area.

By submitting your personal data, you agree to this.

HOW LONG DO WE RETAIN YOUR DATA:

The Solicitors Regulation Authority require that your data is retained for a minimum period of 6 years from the date your matter is concluded or from the closure of your file. If you wish to see our Data and File Retention Policy please contact our Data Protection Officer, Mr Martin Symonds, by telephone 01752 213 560 or email customer.services@symonds-solicitors.co.uk

KEEPING YOUR DATA SECURE:

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit. Any data you send is at your own risk.

We have robust procedures and security features compliant with the GDPR in place to keep your data secure once we receive it.

DISCLOSING YOUR INFORMATION:

We may pass on your personal information if we have a legal obligation to do so, or if we must enforce or apply our terms of use and other agreements. This includes exchanging information with other government departments for legal reasons.

We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

YOUR RIGHTS:

You can find out what information we hold about you and ask us not to use any of the information we collect.

To discuss our privacy policy or your individual rights you can contact our Data Protection Controller, Martin Symonds, by telephone 01752 213560 or by email customer.services@symonds-solicitors.co.uk.

LINKS TO OTHER WEBSITES

www.symonds-solicitors.co.uk may contain links to other websites.

This privacy policy only applies to www.symonds-solicitors.co.uk, and doesn't cover other services that we link to. These services have their own terms and conditions and privacy policies.

Following a link to another website:

If you go to another website from this one, read the privacy policy on that website to find out what it does with your information.

Following a link to www.symonds-solicitors.co.uk from another website:

If you come to www.symonds-solicitors.co.uk from another website, we may receive information from the other website. We don't use this data. You should read the privacy policy of the website you came from to find out more about this.

CONCERNS OR COMPLAINTS

If you have any complaints in relation to how our business has processed your data or in relation to the exercise of your rights as detailed above you can in the first instance raise your concerns by contacting us as follows: Martin Symonds, by telephone 01752 213560 or by email customer.services@symonds-solicitors.co.uk. A copy of our complaints procedure can also be requested from these details.

You may also contact the Information Commissioner's Office in relation to any such complaints <https://ico.org.uk/>