
PRIVACY NOTICE

Hawkridge & Company Solicitors understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients' data and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Information about us

Hawkridge & Company

A limited company registered in England under company number OC352849

Solicitors Regulation Authority number 533720

What does this notice cover?

This privacy information notice explains how we use your personal data, how it is collected, how it is held and how it is processed. It also explains your rights under the law relating to your personal data.

What is personal data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) also known as "GDPR" and is any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.

In simpler terms, personal data is any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use as a company is set out below.

What are my rights?

Under GDPR, you have the following rights which we will always work to uphold:

- The right to be informed about our collection and use of your personal data. This privacy notice should tell you everything that you need to know, but you can always contact us to find out more, or to ask any questions, by contacting **Mark Hawkridge, Senior Partner**, on our office number 01634 854381 or by emailing his secretary at gill@hawklaw.co.uk.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten – ie. the right to ask us to delete or otherwise dispose of any of your personal data that we may have about you.



- The right to restrict or prevent the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability. This means that, if you have provided personal data to us directly, we will be using it with your consent or for the performance of a contract.
- Rights relating to automated decision-making and profiling. We will not use your personal data in this way.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

What personal data do we collect?

We may collect some or all of the following personal data, which may vary according to your relationship with us:

- Name
- Date of birth
- Gender
- Address
- Email address
- Telephone number
- Business name
- Job title
- Profession
- Payment information
- Information about your preferences and interests
- Financial information
- Identification documents – eg. Passport and/or driver's licence

How do we use your personal data?

Under GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your client account ledger and or/matter.
- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our services for you.
- Communicating with you. This may include responding to emails or telephone calls from you.
- Supplying you with information by email and/or post that you have opted into.



How long will we keep your personal data?

We will not keep your personal data for any longer than is necessary in light of the reasons for which it was first collected. Your personal data will therefore be kept for the following periods, or, where there is no fixed period, the following factors will be used to determine how long it is kept:

- Your file may be kept for six years but no longer than fifteen years where we are required to do so, except in special cases such as Wills or Family matters where you will be advised at the closure of the matter.
- General documents handed to us by you which you do not collect within two months of the completion of your matter.
- Credit card payment slips are kept for six months.

How and where do we store or transfer your personal data?

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

Do we share your personal data?

We will not share any of your personal data with any third parties for any purposes, subject to some important exceptions. In some limited circumstances, we may legally be required to share certain personal data, which might include yours, if we are involved in any legal proceedings or complying with legal obligations, a court order or the instructions of a government authority.

How can you access your personal data?

If you would like to know what personal data we have about you, you can ask for details of that personal data and for a copy of it, if such personal data is held. This is known as a subject access request.

All subject access requests should be made in writing or by email addressed to **Mark Hawkrige** at Hawkrige & Company, 39 Canterbury Street, Gillingham, Kent ME7 5TR.

There is not normally a charge for a subject access request. If your request is manifestly unfounded or excessive, for example, if you make repetitive requests, a fee will be charged to cover our administration costs in responding.

We will aim to respond to your subject access request within twenty-one days of receiving it. Normally, we would aim to provide a complete response, including a copy of your personal data, within that timeframe. In some cases, however, particularly if your request is more complex, further time may be required to carry out your request up to a maximum period of three months from the date your request is received.



How can you contact us?

To contact us regarding anything to do with your personal data and data protection, including making a subject access request, please use the following details:

Email: gill@hawklaw.co.uk

Phone: 01634 854381

Post: 39 Canterbury Street, Gillingham, Kent ME7 5TR

Changes to this Privacy Notice

We may change this privacy notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available by the placing of the amended notice on our website which can be found at www.hawklaw.co.uk

May 2024

