

## Privacy Policy

In light of The EU's General Data Protection Regulation coming into force on the 25<sup>th</sup> of May 2018, Graham Colley Solicitor have designed this privacy policy for its clients in preparation for this law.

### Personal Data

In the EU's General Data Protection Regulation (GDPR), Personal Data is defined as “...any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.”

### How we use your information

The following privacy policy will outline how Graham Colley Solicitor will collect and use your data. This is done so that we can use your data so we can then use that to give you a service, those being wills and estate planning.

We use the information you provide primarily for the provision of legal services to you and for related purposes including:

- Updating and enhancing client records
- Analysis to help us manage our practice
- Statutory returns
- Legal and regulatory compliance

Our use of that information is subject to your instructions, the General Data Protection Regulation 2018 and our duty of confidentiality. Please note that our work for you may require us to give information to third parties such as expert witnesses and other professional advisers. You have a right of access under General data protection Regulation to the personal data that we hold about you.

We may from time to time send you information whether from myself or GTM Financial (Rochester) Limited, the Financial Services firm of which I am a Director, which I think might be of interest to you. If you do not wish to receive that information please notify my office by email/post.

All information regarding your business and affairs will be regarded as confidential by me, at all times save for the purpose of instructing and dealing with other advisers acting

on your behalf or third parties acting for or assisting us, or if it is already in the public domain, or you instruct us to disclose information, specifically, or by implication, to a third party. In the case of young, sick or elderly clients, or where other members of the family appear to have knowledge about your affairs unless specifically instructed to the contrary, I act on the basis that I may speak to relatives where I consider it in my/our absolute discretion to be in the client's best interests. In certain circumstances, I may be obliged to give evidence and produce such information to courts, the Solicitor's Regulation Authority, professional indemnity insurers or authorities in connection with your affairs. All circumstances where I reveal or such information must be at my absolute discretion.

I/we are professionally and legally obliged to keep your affairs confidential. However, solicitors may be required by statute to make a disclosure to the national crime agency (or any successor) where they know or suspect that a transaction may involve money laundering or terrorist financing. If we make a disclosure in relation to your matter, we may not be able to tell you that a disclosure has been made. We may have to stop working on your matter for a period of time and may not be able to tell you why.

You are reminded that public authorities may monitor all forms of communication and none can be regarded as confidential. Errors can also happen in addressing or delivery of emails or post. No liability is accepted for those errors. If a matter is regarded by you as of high confidentiality you should arrange for personal delivery and collection. In the absence of you express instructions, I/we shall use normal post/email etc. Your instructions are accepted on the basis that you do not require me encrypt or other computer data.

All information and data held by us belongs to us and I have the right to retain ownership and keep copies of information and data. On completion of any work on your behalf I shall be at liberty to destroy your paper file without further notice to you unless at the completion of the matter you have requested it is sent to you. I shall aim to retain the file electronically, but accept no responsibility should it be lost or erased, when you have allowed the original to be destroyed rather than requesting delivery. Subject to payment for the cost of so doing and any lien I may have over your papers, I will supply you with an electronic copy of your file in PDF or such other format as may be usual at the time at an appropriate to cover the cost of time and supply. Should you wish a paper copy of your file, you will be responsible for my time and other costs and, if appropriate the costs of any agency who may undertake the printing

Whilst the GDPR allows a maximum fee for data held, such fee does not cover the cost of collating any such data which may

be held in different parts of my paper file / computer/ smart phone(s)/ emails. Such collation can take many hours to complete. Fortunately, only a few clients makes such a request but should you do so any request for "my file" is accepted on the basis you will be responsible for the time cost of such collation at my usual hourly professional rates. Such costs will be less if you ask me to keep 'a file' at the commencement of the matter. Unless I receive your specific written request, I shall presume you do not wish me to prepare a file 'as I work' but will be willing to pay the additional time costs should it be required by you.

### **why do we need to collect and store personal data?**

In order for us to do any of the above, we must collect and store your data firstly for correspondence purposes. We will ensure that the information collected will only be used for its intended purpose and does not constitute an invasion of your privacy.

Graham Colley Solicitor may wish to contact you for marketing purposes; however we would contact you for additional consent for that purpose if not already given.

### **will we share your personal data with anyone else?**

We may need to pass your details onto third parties who are either contracted to, or part of the Graham Colley Solicitor such as GTM Financial (Rochester)Limited in which Graham Colley is a Director . Any third parties who we do pass your details onto are obliged to store your details securely and only process them if responding to enquiries on our behalf. When the time comes that they no longer require your personal data, they will dispose of this accordingly and in line with our company policy. If we wish to pass your personal data to a third party, we will only do so with your explicit consent, unless we are legally obliged to do so otherwise.

### **How will we use the personal data we collect about you?**

Processing data constitutes as collecting, storing and using. We will process this data in accordance with the GDPR. We will do our utmost to keep your information accurate and up to date and not keep it longer than is necessary. Graham Colley Solicitor may issue occasional reminders to all customers to keep their contact details up to date and will update them accordingly.

Please be advised that there is information that we are required to keep in accordance with the law, such as information needed for tax and audit purposes. Personal data may be held for longer than these periods; however this will depend on the individual needs of the company.

## Under what circumstances will we contact you?

We will only ever contact you when necessary, or when you have requested that we do so. We do not mean at any point to be intrusive or ask for unnecessary information. We will do our best to ensure that the information we hold is as secure as possible to minimise the risk of unauthorised access or disclosure.

## Can you find out about the personal data that we hold about you?

If you want to see what personal data we hold on you and how it is processed, you may contact us 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. If Graham Colley Solicitor do store any of your personal data, you may request information on the following:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the GDPR owner, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Graham Colley Solicitor or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged

to provide the personal data and the possible consequences of failing to provide such data.

- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will you need to provide in order to access this?

Graham Colley Solicitor will accept the following forms of ID when information on your personal data is requested:

Passport; Photo Driving Licence; Utility Bill (from the last three months); Notarised ID Document;

Contact details of the GDPR Owner

If you wish to submit a DSAR, or have any questions regarding this privacy statement, you must do so in writing using the following information.

**Address: Graham Colley Solicitor, 27 Gun Tower Mews, Rochester, Kent, ME1 3GU**

**Email: [solicitor@grahamcolleysolicitor.com](mailto:solicitor@grahamcolleysolicitor.com)**

**Telephone: 01634 838656 Fax: 0845 280 7537**

### Use of cookies on this site

To make this site simpler, small data files are placed on your computer. These are known as cookies. Most big websites do this too.

They improve things by:

- remembering settings, so you don't have to keep re-entering them whenever you visit a new page;
- remembering information you've given (e.g. your postcode) so you don't need to keep entering it;
- Measuring how you use the website so we can make sure it meets your needs.

Our cookies aren't used to identify you personally. They're just here to make the site work better for you. Indeed, you can manage and/or delete these small files as you wish.

You can opt out of [Google Analytics cookies for all sites](#).

To learn more about cookies and how to manage them, visit [AboutCookies.org](http://AboutCookies.org).

i) First Party Cookies

These are cookies that are set by this website directly. We use Google Analytics to collect information about how people use this site. We do this to make sure it's meeting its users' needs and to understand how we could do it better. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. We do not use cookies to collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.

There are also cookies that store basic data on your interactions with WordPress the CMS running this website.

#### ii) Third Party Cookies

These are cookies set on your machine by external websites whose services are used on this site. Cookies of this type are the sharing buttons across the site allow visitors to share content onto social networks. Cookies are currently set by Twitter, Facebook and Google+. If you want to prevent sites setting third party cookies, instructions to do so are [here](#).

#### iii) Log Files

Log files allow us to record visitors' use of the site. These logs are automatically generated from all our visitors, which we use to make improvements to the layout of the site and to the information in it, based on the way that visitors move around it. Log files do not contain any personal information about you.

#### Links to other websites

Our website contains links to our partners, as well as other external sites. You should note, that if you click through to any of these external sites, we do not have control over that site (unless it is a website which forms part of **Graham Colley Solicitor**). We cannot be responsible for the protection of any information that you provide to these other websites as they are not governed by this privacy statement. You should always exercise caution and look at the privacy statement of whichever website it is that you are visiting.

#### Policy Changes

Graham Colley solicitor reserves the right to change this privacy policy and will post any revisions on this web site. Your continued use of this web site will be subject to the then-current privacy policy.