Website Privacy and Cookies Notice

Sanders Solicitors takes privacy seriously, and we are committed to protecting it for your benefit as well as for the Firm generally. This Privacy Notice tells you what to expect when we collect personal information. For the purposes of data protection law, Sanders Solicitors is the controller of the personal data described in this Privacy Notice, unless otherwise stated.

Our contact details are:
Sanders Solicitors
18–20 Broadway
Rainham
Essex RM13 9YW
Email: petersanders@sanderssolicitors.co.uk
Telephone: 01708 52 22 23

In this Privacy Notice the following terms are used:

- **Personal Data:** means any information identifying any person or information relating to any person whom we can identify (directly or indirectly) from that information. Personal Data includes information revealing racial or ethnic origin, political opinions, religious or similar beliefs, physical or mental health conditions, sexual life, sexual orientation, biometric or genetic data, and other information relating to an identifiable person, for example, a name, email address, telephone number, location or date of birth. It also includes information about that person's actions or behaviour, opinions about that person, financial data, such as bank accounts or payment card details, and communications to and from you. Some of this information may be "special category data" under the UK GDPR. Personal Data may also include information relating to criminal convictions and offences where relevant to the services we provide or where we are legally permitted or required to process it.

- **Processing or Process:** any activity that involves the use of Personal Data. It includes obtaining, recording or holding the data, as well as organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transmitting or transferring Personal Data to third parties.

This Privacy Notice aims to inform you about how we Process Personal Data. We are committed to protecting your privacy and the confidentiality of your Personal Data. We undertake to preserve the confidentiality of the Personal Data you provide to us in accordance with our legal and professional obligations. Our Privacy Notice reflects our obligations under the Data Protection Act 2018 and the UK General Data Protection Regulation (UK

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GDPR), in each case as amended from time to time. This Privacy Notice should be read together with our website terms, disclaimer, client care documents and any other privacy information provided to you in relation to a particular matter or service. If you become a client, the privacy information supplied as part of your client-care documentation will also apply. If there is an inconsistency, the more specific privacy information supplied in relation to the particular matter or service will take precedence.

The law requires us to tell you about your rights and our obligations to you in regard to the Processing of Personal Data. We do this in this Privacy Notice. Further information is also available from the Information Commissioner's Office at https://ico.org.uk/for-the-public/.

Except as set out below, we do not sell Personal Data collected through our website. We do not share or disclose Personal Data collected through our website except as described in this Privacy Notice or other applicable privacy information. We may share Personal Data with third parties where this is necessary for the purposes set out in this Privacy Notice, where required by law or regulation, or where you have authorised us to do so.

Data Protection Contact

Peter Sanders is our Data Protection Contact and is responsible for overseeing data-protection compliance and enquiries relating to this Privacy Notice. If you have any questions about this Privacy Notice, including any requests to exercise your legal rights, please contact Peter Sanders by email at petersanders@sanderssolicitors.co.uk.

Personal Data We Process

Depending on how you interact with us, we may collect and Process:

- identity and contact information, including your name, postal address, email address and telephone number;
- information contained in enquiries, correspondence, telephone calls, website forms and other communications;
- technical and usage information, including your internet protocol address, browser type, device information, operating system, pages visited and the dates and times of visits;
- cookie and similar-technology information, subject to your choices and applicable consent requirements;
- information required to identify you, conduct conflict checks or comply with legal and regulatory requirements;
- information concerning a potential or existing legal matter;
- financial, transactional and payment information, where relevant;
- marketing preferences and records of communications with you;
- special category Personal Data and criminal offence data where relevant and where Processing is permitted by law; and
- any other Personal Data that you choose to provide to us.

We may obtain Personal Data directly from you, from a person acting on your behalf, from clients or other persons involved in a matter, from public registers and authorities, from

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identity-verification and compliance providers, and from website, cookie and information-security providers.

We adhere to the principles relating to the Processing of Personal Data as set out in the UK GDPR, which require Personal Data to be:

- Processed lawfully, fairly and in a transparent manner;
- collected only for specified, explicit and legitimate purposes;
- adequate, relevant and limited to what is necessary in relation to the purposes for which it is Processed;
- accurate and where necessary kept up to date;
- not kept in a form which permits identification for longer than is necessary for the purposes for which the data is Processed;
- Processed in a manner that ensures its security using appropriate technical and organisational measures to protect against unauthorised or unlawful Processing and against accidental loss, destruction or damage.

We will also facilitate the exercise of your rights in relation to your Personal Data in accordance with applicable data-protection law.

We are responsible for and must be able to demonstrate compliance with the data protection principles above. If the basis on which we Process your Personal Data is no longer relevant, and no other lawful basis applies, then we will stop Processing your Personal Data. If another lawful basis applies, we may continue to Process your Personal Data in accordance with that lawful basis.

If the basis changes, where required by law, we will notify you of the change and of any new basis on which we continue to Process your Personal Data.

Failure to Provide Information

Where we have a legal or contractual right or need to collect Personal Data and you fail to provide that Personal Data when requested, we may not be able to perform any services for you. In that case, we may be unable to provide the relevant service or may have to cease acting for you. Where the information is required before we agree to act, we may be unable to accept your instructions.

Why We Process Personal Data

A contract is not formed merely because you contact us. A contract is formed when you instruct us, we have completed our applicable onboarding procedures, and we agree to act for you. In order to carry out our obligations under that contract, we must Process the Personal Data you give us to verify your identity for security purposes, provide our services, and provide appropriate information and advice. We may also Process Personal Data before a contract is formed where this is necessary to take steps at your request before entering into a contract, to comply with our legal or regulatory obligations, or for our legitimate interests. We may Process Personal Data for the following purposes, relying on the lawful basis or bases identified in each case:

- to respond to an enquiry and take steps at your request before entering into a contract, where the Processing is necessary to take those steps;

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- to open, administer and perform a contract for legal services, where the Processing is necessary for the performance of that contract;
- to verify identity, conduct conflict checks, prevent fraud and comply with anti-money laundering, sanctions, tax, court, regulatory and other legal obligations, where the Processing is necessary to comply with a legal obligation or for our legitimate interests;
- to provide legal services, communicate with you and manage a potential or existing matter, where necessary to take pre-contractual steps or perform our contract with you;
- to operate, secure, maintain and improve our website and IT systems, where necessary for our legitimate interests or compliance with legal obligations;
- to establish, exercise or defend legal claims and manage complaints, professional indemnity, audit and regulatory matters, where necessary for our legitimate interests, compliance with legal obligations or legal claims;
- to maintain business records, administer the Firm and obtain professional advice, where necessary for our legitimate interests or legal obligations;
- to send direct marketing where you have consented or where otherwise permitted by law, subject to your right to object; and
- to use non-essential cookies and similar technologies where you have given valid consent.

Merely browsing our website or asking us to provide information about our business or services does not mean that you consent to all Processing of your Personal Data. We will identify and rely on an appropriate lawful basis for each Processing activity. We will obtain your consent where consent is required, including before placing non-essential cookies or similar technologies on your device.

We will not generally rely on consent where another lawful basis is more appropriate. Where we rely on consent, we will ensure that consent meets the requirements of the UK GDPR. Where we process special category data or criminal offence data, we will ensure that an appropriate lawful basis and any additional condition required by data protection law applies.

Where we rely on consent, we may continue the relevant Processing until you withdraw your consent or until the relevant Processing purpose ends, subject to any applicable retention requirements. You may withdraw your consent at any time by instructing us in writing. In relation to cookies, you can withdraw consent at any time by adjusting your browser settings. You can also change or withdraw your cookie consent through Cookie Settings facility available. Withdrawal of consent will not affect the lawfulness of Processing carried out before consent was withdrawn. Withdrawal may affect our ability to provide a particular optional feature or service where that feature or service depends on consent. This applies only where we rely on consent as the lawful basis for Processing. Where we rely on another lawful basis, we may continue to Process Personal Data where permitted or required by law

Legitimate Interests

We may Process Personal Data if there is a legitimate interest to do so and after having given careful consideration to:

- whether the same objective could be achieved through other means;
- whether Processing (or not Processing) might cause you harm;
- whether you would expect us to Process your Personal Data, and whether you would consider it reasonable to do so;
- whether the Processing is necessary for one of our legitimate interests or, where applicable, a recognised legitimate interest under data-protection law; and
- whether your fundamental rights and freedoms override our legitimate interests.

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Where we rely on legitimate interests, we will ensure that the Processing is necessary and proportionate and that your fundamental rights and freedoms do not override those interests.

For example, we may Process your Personal Data for the purposes of:

- record-keeping for the proper and necessary administration of our business;
- responding to unsolicited communication from you to which we believe you would expect a response;
- protecting and asserting the legal rights of any party;
- insuring against or obtaining professional advice that is required to manage business risk;
- protecting your interests where we believe we have a duty to do so;
- maintaining the security and integrity of our website, systems and premises;
- preventing fraud, misuse and cyber-security incidents; and
- improving our website, services and business operations.

We must Process your information in order to comply with a legal or regulatory obligation. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation, such as a search warrant or court order. We may also Process Personal Data where necessary to comply with obligations imposed by the Solicitors Regulation Authority, anti-money laundering legislation, tax legislation, court rules, or other applicable laws and regulations; to respond lawfully to requests from law-enforcement agencies or other competent authorities, or to comply with professional indemnity insurance requirements.

Special Category Data

Where we Process special category Personal Data, we will identify both a lawful basis under Article 6 of the UK GDPR and an applicable condition under Article 9. Depending on the circumstances, the condition may include legal claims, substantial public interest, employment and social protection law, vital interests or explicit consent.

Retention of Personal Data

Except as otherwise mentioned in this Privacy Notice, we keep your Personal Data only for as long as necessary:

- to provide you with the services you have requested;
- to comply with any legal or regulatory requirement, including applicable tax laws;
- to support a claim or defence in court or to conduct litigation;
- to comply with our professional, regulatory, insurance and audit obligations; and
- to comply with our file-retention and records-management requirements.

Further information about the retention period applicable to particular Personal Data may be obtained by contacting us using the details set out in this Privacy Notice.

When determining the relevant retention periods, we will take into account factors including:

- our contractual obligations and rights in relation to the Personal Data;
- legal obligations under applicable law to retain Personal Data for a certain period of time;
- legal limitation periods;

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- our legitimate interests where we have carried out balancing tests;
- potential disputes;
- guidelines issued by relevant data protection authorities; and
- professional, regulatory and insurance requirements.

Where applicable, we follow our legal, regulatory and professional requirements relating to data retention and deletion.

Sharing Personal Data

Where necessary to perform the service that we have contracted with you to provide, we may share your Personal Data with others to assist with or provide that service. Where necessary to provide legal services, comply with legal or regulatory obligations, or operate our business, we may share your Personal Data with third parties involved in your matter or in the provision of our services. Depending on the circumstances, those recipients may include:

- courts, tribunals, government departments, regulators and law-enforcement agencies;
- the Solicitors Regulation Authority, the Legal Ombudsman and the Information Commissioner's Office;
- professional advisers, barristers, experts, mediators and other legal-service providers;
- counterparties and their legal or professional advisers;
- banks, payment providers, accountants, auditors, insurers and professional indemnity advisers;
- identity-verification, fraud-prevention, anti-money laundering and sanctions-screening providers;
- IT, website-hosting, case-management, document-storage, communications and cyber-security providers;
- HM Land Registry, HM Revenue & Customs, Companies House and other public authorities where relevant;
- external service providers acting on our instructions; and
- any other person where you have authorised disclosure or disclosure is otherwise permitted or required by law.

We may also share your Personal Data:

- if we are under a duty to disclose or share your Personal Data in order to comply with any legal obligation or regulatory requirement. This includes exchanging Personal Data with other companies and other organisations for the purposes of fraud protection and prevention;
- in order to enforce our contractual terms with you and any other agreement;
- to protect our rights, including to prevent fraud; and
- with such third parties as we reasonably consider necessary in order to prevent crime, for example, the police.

International Transfers

The Personal Data we collect about you will be transferred and stored primarily within the United Kingdom. We are careful and transparent about who your information is shared with. Some of our service providers or other recipients may process Personal Data outside the United Kingdom. Where Personal Data is transferred outside the UK, we will ensure

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appropriate safeguards are in place in accordance with the UK GDPR, including adequacy regulations or the UK International Data Transfer Agreement (IDTA), the UK Addendum to the EU Standard Contractual Clauses or another lawful transfer mechanism, where applicable.

Security and Information in the Public Domain

We use appropriate technical and organisational measures to protect Personal Data from unauthorised access and against unlawful Processing, accidental loss, destruction and damage. Unfortunately, the transmission of Personal Data via the internet is not completely secure. Although we will take appropriate technical and organisational steps to protect your Personal Data, we cannot guarantee the security of your Personal Data while it is being transmitted to us over the internet. Once we have received your Personal Data, we will use procedures and security features to try to prevent unauthorised access.

Once Personal Data enters the public domain, we may have limited control over its further use by independent third parties. Where you have a right to erasure and there is no lawful basis for us to retain the Personal Data, we will delete it. We will consider any request for erasure in accordance with your rights under the UK GDPR. We may retain Personal Data where we have a lawful basis to do so, including where retention is necessary for legal, regulatory, contractual, professional indemnity, audit or legal claims purposes.

Your Rights

You have rights when it comes to how we handle Personal Data. These rights are available under the UK GDPR and may apply subject to certain legal conditions and exemptions. These include rights to:

- withdraw your consent to Processing at any time where we rely on consent as the lawful basis for Processing;
- receive certain information about the Processing activities;
- request access to your Personal Data that we hold;
- object to the use of your Personal Data for direct marketing purposes;
- ask us to erase Personal Data in certain circumstances;
- rectify inaccurate data or complete incomplete data;
- restrict Processing in specific circumstances;
- object to Processing that is based on our legitimate interests or the performance of a task carried out in the public interest;
- be notified of a Personal Data breach which is likely to result in high risk to your rights and freedoms;
- not be subject to a decision based solely on automated Processing that produces legal or similarly significant effects, where the applicable statutory protections apply;
- in limited circumstances, receive or ask for your Personal Data to be transferred to a third party in a structured, commonly used and machine-readable format; and
- lodge a complaint with the Information Commissioner's Office at https://ico.org.uk/make-a-complaint/.

You will not ordinarily have to pay a fee to exercise these rights. We may charge a reasonable fee where a request is manifestly unfounded or excessive, or where you request further copies of your data. We may request information reasonably required to verify your identity and clarify your request. We will respond within the period required by data-protection law.

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When responding to a subject access request, we will carry out a reasonable and proportionate search for relevant Personal Data in accordance with applicable data-protection law.

We do not currently make decisions about website users based solely on automated Processing where those decisions produce legal or similarly significant effects. If this changes, we will provide the information and safeguards required by data-protection law.

Recruitment and Employment

If you apply for employment or another role with us, the Processing of your Personal Data will be governed by our Staff Privacy Notice, a copy of which is available from the HR Manager.

If you become an employee, worker or contractor, the Processing of your Personal Data will be governed by the Staff Privacy Notice and the Firm's Data Protection Policy.

Cookies Notice

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved. Similar technologies, including pixels, tags and local storage, may perform comparable functions. References to cookies in this Notice include similar technologies where appropriate.

We use both essential and non-essential cookies. Non-essential cookies require your consent before being placed on your device. We will not place non-essential cookies on your device before obtaining valid consent. When you first visit our website, a cookie message will allow you to accept all non-essential cookies, decline all non-essential cookies, or open the cookie settings and select which categories of non-essential cookies you wish to allow. If you decline non-essential cookies or do not make a selection, only essential cookies will operate. Rejecting non-essential cookies will not prevent access to the basic functions of the website, although some optional features may be unavailable. You can withdraw consent at any time by adjusting your browser settings. You can also change or withdraw your consent at any time by selecting Cookie Settings. Withdrawing consent will not affect the lawfulness of the use of cookies before consent was withdrawn. You may also use your browser settings to block or delete cookies, although those settings are controlled by your browser provider.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Other cookies remain on your device for the period stated in our cookie table, unless you delete them earlier.

Your web browser should allow you to delete cookies. It should also allow you to prevent or limit the use of cookies. Cookies are placed by software that operates on our servers, and by software operated by third parties whose services we use. If you choose not to use non-essential cookies or you prevent their use through your browser settings, you may not be able to use all the functionality of our website.

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Keeping Personal Data Accurate

It is important that the Personal Data we hold about you is accurate and current. Please keep us informed if your Personal Data changes.

At any time you may ask us to rectify or complete Personal Data that we hold about you. You may request us to provide you with a copy of any Personal Data we hold about you. After receiving the request, we will respond within the period required by data-protection law. We will usually provide a copy of your Personal Data free of charge. We may charge a reasonable fee where a request is manifestly unfounded or excessive, or where you request further copies of your data. Alternatively, where permitted by law, we may refuse to act on a manifestly unfounded or excessive request and will explain our decision.

When we receive any request to access, rectify or delete Personal Data, we will first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Compliance with the Law

This Privacy Notice is intended to provide the information required under applicable UK data-protection law. If you have questions or concerns about this Privacy Notice or our Processing of Personal Data, please contact us.

Review of This Privacy Notice

We may update this Privacy Notice from time to time. The latest version will be published on our website and will state its effective date. If you have any questions regarding our Privacy Notice, please contact us.

This Privacy Notice is primarily governed by UK data protection law, including the UK GDPR and the Data Protection Act 2018.

Complaints

When we receive a complaint, we record the Personal Data you have given to us that is necessary to record, investigate and respond to the complaint. We use that information to resolve your complaint. If your complaint requires us to contact some other person, we may share relevant Personal Data contained in your complaint. We will only share Personal Data where it is necessary, proportionate and lawful to do so, and in accordance with the UK GDPR principles, including data minimisation and purpose limitation.

If you make a complaint about our Processing of Personal Data, we will take appropriate steps to facilitate the complaint, acknowledge it within 30 days, investigate it appropriately and respond without undue delay. We will keep you informed of the progress and outcome of the complaint and explain your right to complain to the Information Commissioner's Office.

You can find further information about our complaint handling procedure on our webpage. Complaints about our legal services are dealt with under our complaints-handling procedure.

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Complaints about our Processing of Personal Data may be sent to Peter Sanders at petersanders@sanderssolicitors.co.uk.

If you are in any way dissatisfied about how we Process your Personal Data, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at https://ico.org.uk/make-a-complaint/. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO. You also have the right to seek an effective judicial remedy where applicable under UK GDPR.

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