

PRIVACY & SECURITY NOTICE

BG Solicitors LLP is a law firm in Lincolnshire. We offer a broad range of legal services to small and medium-sized businesses and private individuals.

As an essential part of our business, we collect and manage client and non-client data. We observe data protection legislation, and are committed to protecting and respecting clients and non-clients privacy and rights. We act as a "Data Controller" in respect of the information gathered and processed by us.

We have developed this privacy notice which describes the ways in which we collect, manage, process, store and share information about you as a result of you contacting us. The privacy notice also provides you with information about how you can have control over the use of your data.

If you have any queries regarding our use of your data, please contact our Firm's Data Protection Office at: info@bgsolicitors.com.

Alternatively, you can write to our Firm's Data Protection Officer at:

BG Solicitors LLP, Lauriston House, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1JB.

What Information Do We Collect About You?

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We collect information about you so that we can:

- 1) Create a relationship with you
- 2) Provide Services to you
- 3) Respond to your enquiries
- 4) Deliver requested information to you about our services
- 5) Ensure billing of any engaged services and obtain payment
- 6) Process and respond to any complaints
- 7) Enable us to meet our legal and other regulatory obligations imposed on us
- 8) Audit usage of our website
- 9) Enable business development including sending legal updates, publications and details to events
- 10) Process applications for employment

This creates your personal data. This includes your name, home address, email address, telephone and other contact numbers and financial information. We collect this in a number of different ways. For example, you may provide this data to us by filling in your details on the contact us page of our website, giving your details over the phone, when corresponding with us by letter or email.

We will seek your permission if we need to record any of your sensitive personal data on our systems, this includes:

- Physical or mental health details
- Racial or ethnic origin
- Religion

Where appropriate we voice record our customer interactions, therefore any information captured via this medium will automatically be stored, for training and monitoring purposes.

Please also be advised that when you visit our website, cookies will be used to collect information about you such as your IP address which connects your computer or mobile device to the internet, and information about your visit such as the pages you viewed or searched for, page response times, download errors etc. We do this so that we can measure our website's performance and make improvements in the future. Cookies are also used to enhance our website's functionality and personalisation, which includes sharing data with third party organisations. You can control this by adjusting your cookies settings. To learn more about cookies, including how to manage them and how they affect your Online activities, please visit www.aboutcookies.org or www.allaboutcookies.org You can also learn how to control cookies on different browsers at www.aboutcookies.org/how-tocontrol-cookies/ or if you want to know how to delete cookies, visit www.aboutcookies.org/how-to-delete-cookies/.

How Will We Use This Information?

We use the data collected from you for the specific purposes listed in the table below. Please note that this table also explains:

- The legal basis for processing your data, linked to each processing purpose
- In What circumstances your data will be shared with a third party organisation

Purpose for Processing Data	Legal Basis for processing data	Third party organisations with whom data is shared
To administer our relationship with you, provide services and respond to enquiries	To meet the requirements of a contract	None.
To ensure the billing of any engaged services by you and obtain payment	To meet the requirements of a contract	Government VAT and tax inspectors, external auditors, internal auditors
To communicate with you about legal updates, newsletters and event invitations.	To seek explicit consent prior to sending individuals the information	None
To provide enquirers support by telephone – to include recording conversations for monitoring and quality purposes	To fulfil contractual obligations this includes taking action before entering into a contract	None
To process and respond to complaints	To meet a legal obligation	None.
To monitor and record information relating to the	To improve the services and experience and website for individuals	Web service providers and cookie providers

use of our services to include our website.		
To ensure the firms offices, employees and its stored information is secure we use CCTV	To meet the requirements of a contract	HM Police force
To conduct human resource administration to include assessing suitability, eligibility and/or fitness to work	To fulfil contractual obligations this includes taking action before entering into a contract	Disclosure and Barring Service

Your Rights

1) Right To Access

You have the right to ask us for a copy of any personal data that we hold about you. This is known as a “Data Subject Access Request”. Except in exceptional circumstances, you can obtain this information at no cost. We will send you a copy of the information within 30 days of your request.

To make Subject Access Request please write to

**Firm Data Protection Officer
BG Solicitors LLP
Lauriston House
Town Hall Square
Grimsby
DN31 1JB**

2) Right to be Informed

This privacy notice fulfils our obligation to tell you about the ways in which we use your information as a result of you contacting us.

3) Right To Rectification

If any of the information that we hold about you is inaccurate or incomplete, you can either:

Contact us on: 01472 240251

Contact our Firm Data Protection Officer at BG Solicitors LLP, Lauriston House, Town Hall Square, Grimsby, DN31 1JB or via email: info@bgsolicitors.com

4) Right To Request Erasure

From 25th May 2018, you can ask that we erase all personal information that we hold about you. Where it is appropriate that we comply, your request will be fully actioned

within 30 days. For further information, please contact 01472 240251, write to us at: Firm Data Protection Officer, BG Solicitors LLP, Lauriston House, Town Hall Square, Grimsby DN31 1JB or email: info@bgsolicitors.com

5) Right to Object

You have the right to object to the continued use of your data for any purpose listed above for which consent is identified as the lawful basis for processing i.e. you have the right to withdraw your consent at any time and also the continued use of your data for any purpose listed above for which the lawful basis of processing is that it has been deemed legitimate.

6) Right To Restrict Processing

If you wish us to restrict the use of your data because you think it is inaccurate but this will take time to validate, you believe our data processing is unlawful but you do not want your data erased, you want us to retain your data in order to establish, exercise or defend a legal claim or you wish to object to the processing of your data, but we have yet to determine whether this is appropriate, please contact our Firm's Data Protection Officer at BG Solicitors LLP, Lauriston House, Town Hall Square, Grimsby DN31 1JB or email: info@bgsolicitors.com

7) Right To Data Portability

If you would like to move, copy or transfer the electronic personal data that we hold about you to another organisation please contact our Firm's Data Protection Officer at BG Solicitors LLP, Lauriston House, Town Hall Square, Grimsby DN31 1JB or email: info@bgsolicitors.com

Is the processing of information likely to cause individuals to object or complain?

BG Solicitors LLP is not aware of any justifiable reasons that would constitute a legitimate reason for objection or complaining about the way we process or control information.

How long will we retain information for?

BG Solicitors LLP will typically retain information for a period of six years. This is due to regulatory reason and to ensure our business records are adequate to maintain the requisite levels of insurance to protect clients and non-clients.

Where is your information processed?

None of the information that we collect, process or store is transferred outside of the European Economic Area. This includes information that is exchanged with any third party organisation.

How do we protect your information?

We take information and system security very seriously and we strive to comply with our regulations at all times. Any personal information which is collected, recorded or used in any way, will have appropriate safeguards applied in line with our data protection and regulatory obligations.

We maintain a comprehensive data management and security programme, ensuring data is a key consideration of all new and existing IT systems that hold personal data. Where any concerns, risks or issues are identified, we conduct relevant impact assessments in order to determine any actions that are necessary to ensure optimum privacy.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically and must undertake annual training on this.

General

Questions and comments regarding this privacy notice should be sent to our Firm's Data Protection Officer at: info@bgsolicitors.com

Alternatively you can write to: Data Protection Officer, BG Solicitors LLP, Lauriston House, Town Hall Square, Grimsby, DN31 1JB.

If you have any concerns or complaints about the ways in which your personal data has been handled, please contact the Firm's Data Protection Officer at the above address and we will do our utmost to make things right.

If you are still unhappy, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them at: Wycliffe House, Water Lane, Wilmslow SK9 5AF or www.ico.org.uk