

# Privacy Policy

## Who are we?

KG Solicitors Ltd is incorporated in England and Wales and is a 'controller' (i.e. the company who is responsible for, and controls the processing of your personal data) under the General Data Protection Regulation and the Data Protection Act 1998. KG Solicitors is regulated by the Solicitors Regulation Authority (SRA). If you have any queries about this policy please contact our Data Protection Officer, Kasam Ganchi, in writing, by post at KG Solicitors Ltd, Lex House, Capricorn Park, Blakewater Road, Blackburn, BB1 5QR. Or by email at [info@kgsolicitors.co.uk](mailto:info@kgsolicitors.co.uk).

## Whose data do we hold?

We may hold data about the following people:

- Employees
- Clients
- Suppliers and service providers
- Advisers, consultants and other professional experts
- Complainants and enquirers

## What information do we collect?

- Name and job title
- Contact information, including address, telephone number and email address
- Family circumstances
- Financial details
- Occupation and company details
- Other information relevant to the recruitment process
- Website data – we may collect basic information such as name, address, telephone number email address when you interact with our online submission forms. When you use our website we may also collect details of IP address,

browser settings, links and details about pages you have viewed on our website.

We also process sensitive classes of information that may include:

- Physical or mental health records
- Racial or ethnic origin
- Religious beliefs or other beliefs of a similar nature
- Criminal convictions

### **Basis for processing**

The basis on which we process your personal data is one or more of the following:

- It is necessary for the performance of our contract with you
- It is necessary for us to comply with a legal obligation
- It is in our legitimate interests to do so i.e. to enable us to recover debts due to us, to enable us to keep our records up to date and for the running of our business, provision of administration and IT services, network security.
- You have given us your consent (this can be withdrawn at any time by advising our data protection officer).

### **How will we use your data?**

- Provision of legal services including advising and acting on behalf of clients
- Promotion of our goods and services – direct marketing, if you have previously not objected to use using your personal information for direct marketing purposes, you can change your mind at any time. Further information regarding this can be found in our Terms & Conditions.
- Provision of education and training to customers and clients
- Maintaining accounts and records

- Supporting and managing staff

### **Who will we share your information with?**

We will sometimes need to share your personal information with you and other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA). The following is a list of people we may need to share your data with

- Barristers
- Medical Experts
- Private Investigators
- Healthcare professional, social and welfare organisations
- Courts and tribunals
- Current, past or prospective employers
- Ombudsman and regulatory bodies

Where you authorise us we may also disclose your information to you family, associates or representatives and we may also disclose your information to debt collection agencies if you do not pay our bills.

### **How long will we keep your information for?**

- We will normally keep your information throughout the period of time that we work for you and afterwards for a period of six years as we are required to do by law and also by the regulations that apply to us.
- In some cases (for example where we have prepared a will for you) we may retain your information for a longer period and we will advise you of this at the time.
- More information can be found in our terms & conditions.

### **Transfer of data overseas**

- We may from time to time transfer your personal data to a country outside of the EEA.
- Normally this will be necessary for the performance of

your contract with us or for the exercise or defence of legal claims on your behalf.

- Sometimes we may transfer for other reasons and we will ensure that appropriate safeguards are in place at all times.

## **Security Arrangements**

- We shall ensure that all information that you provide to us is kept secure using appropriate technical and organisational measures.
- In the event of a personal data breach we have in place procedures to ensure that the effects of such a breach are minimised and shall liaise with the ICO and with you as appropriate.
- More information is available from our Data Protection representative.

## **Monitoring**

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance and training and to help us maintain the quality of service provided to you.

## **What rights do you have?**

You have the following rights under GDPR:

- Right to be informed
- Right of access
- Right of rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object
- Rights concerning automated decision-making and profiling

You have a right to view, amend, erase, control how

information is processed you can change this at any time by contacting us at [info@kgsolicitors.co.uk](mailto:info@kgsolicitors.co.uk).

### Rights of access

- You have the right to see the information we hold about you
- To access this you need to provide a request in writing to our data protection officer, together with proof of identity
- We will usually process your request free of charge and within 30 days however we reserve the right to charge a reasonable administration fee and to extend the period of time by a further two months if the request is manifestly unfounded or vexatious and/or is very complex

### Right of erasure

- You have a right to ask us to erase your personal data in certain cases (details can be found in article 17 of the GDPR)
- We will deal with your request free of charge and within 30 days but reserve the right to refuse to erase information that we are required to retain by law or regulation, or that is required to exercise or defend legal claims.
- To exercise your right to erasure please contact our data protection officer.

Further information on each of the above can be obtained from our Data Protection Representative

### **Who you can complain to?**

- If you are unhappy about how we are using your information or how we have responded to your request then initially you should contact the Data Protection Officer, Kasam Ganchi.
- If your complaint remains unresolved then you can

contact the Information Commissioner's Office,  
[ico.org.uk](http://ico.org.uk) or write to them at Wycliffe House, Water  
Lane, Wilmslow, Cheshire, SK9 5AF.

