

Charles Hoile Privacy Policy

This privacy notice provides you with details of how we collect and process your personal data (including through use of our website www.hoiles.co.uk) and how the law protects you.

Our contact details

Name: Charles Hoile
Address: Broadway House, 4-8 The Broadway, Newbury, Berkshire
RG14 1BA
Phone Number: 01635 45595

Charles Hoile is the data controller that holds and processes any personal data we may have about you.

Alexandra Scott-Malden is our Data Protection Officer. Her email address is scott-malden@hoiles.co.uk and her mobile number is 07733893613.

Conditions for processing personal data

Under GDPR legislation, the lawful bases we rely on for processing your data are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Alexandra Scott-Malden**
- (b) We have a contractual obligation to perform legal services for you.**
- (c) For the purpose of preventing money laundering or terrorist financing**
- (d) Legal or regulatory obligation or legitimate interests**

The information we collect about you

In order to comply with our legal and regulatory requirements for the purposes of preventing money laundering and terrorist finances and verifying whether you are a politically exposed person, we are required to carry out due diligence on our clients. This will include obtaining evidence of your identity which we will hold for 6 years. You cannot request the deletion of that, but you can request copies.

We also need to obtain personal data for the purposes of providing legal services to you.

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at scott-malden@hoiles.co.uk

The law on data protection sets out a number of different reasons for which a law firm may collect and process your personal data. These include:

- **Identity data** – including full name, title, gender, marital status, date of birth, evidence of ID eg driving licence or passport and a recent document showing your current address such as utility bill
- **Contact data** - including telephone numbers, postal and email address
- **Financial data** - financial information including information about your job, professional experience, qualifications, business and/or employers if you are a director and those of your spouse/partner, benefits, bank details
- **Transaction data** - Information regarding your case and any other parties to it including children of the family (eg their names and dates of birth), criminal convictions and offences

How we get your personal data and how we use it

Most of the personal data we process is provided to us directly by you in order for us to provide you with legal services.

We also receive personal data indirectly, such as from other parties in the case, the Court, Local authorities, police and doctors/hospitals.

We can also collect personal data from publicly available sources such as Companies House, public registers and sources such as the internet.

We will only use your personal data when the law allows us to. Most commonly we use your personal data to perform the contract we are about to enter into or have entered into with you.

We may share your personal data with other parties in the case, their lawyers, the court, third parties such as barristers and experts.

We may pass on the personal data to comply with our professional, legal and regulatory obligations that apply to our business. This includes accounting regulations, legal aid audits and for conflict-of-interest purposes.

We also pass your personal data to the company that securely hosts our cloud storage and our IT providers.

By providing us with your personal data, you guarantee to us that you are over 13 years old.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Your information is securely stored on our electronic case management system which is password protected.

Data retention – how long we store your personal data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, insurance, anti-money laundering or reporting requirements. This is usually 6 years.

We will then dispose of your information by deleting the personal data from our system.

Please note we do keep the most basic information on our system forever. This is so we can do a conflict check and ensure that we never act for the other side (eg your spouse, ex partner) in the future.

Your data protection rights

Under data protection law, you have the following rights:

The right to be informed – we have to tell you what we do with your data. This is the purpose of this notice.

The right of access - You have the right to ask us for copies of your personal information.

The right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

The right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

The right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

The right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

The right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Access to information (data subject access request):

If you wish to have a copy of the personal data we hold about you or you want to exercise any of the rights set out above, please email us at scott-malden@hoiles.co.uk

You are not required to pay any fee to access your personal data or to exercise any of the other rights.

If you make a legitimate request, we aim to respond to you within one month. If your request is particularly complex or you have made a number of requests it may take us longer. We will notify you in that case.

How to complain

If you believe that the information we hold on you is wrong or out of date, please let us know and we will update it.

If you have any concerns about our use of your personal information, you can raise the matter with us by contacting Alexandra Scott-Malden (director/solicitor) on scott-malden@hoiles.co.uk or phoning 01635 45595

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>