

Use of your Personal Data	Our reason/justification for processing	Legitimate Business Interest
Opening, progressing, closing, archiving and storing a matter/case file	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legitimate Interest</li> <li>• Legal Obligation</li> </ul>	<p>Fulfilling your instructions (the retainer)</p> <p>Complying with regulations and the law</p>
Direct marketing to you	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> </ul>	<p>Keeping our records up-to-date, working out which of our products and services may interest you and telling you about them</p> <p>Providing information on changes in the law and inviting you to contact us for advice</p>
<ul style="list-style-type: none"> <li>• To make and manage client payments.</li> <li>• To manage fees, charges and interest due to clients</li> <li>• To collect and recover money that is owed to us.</li> </ul>	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legitimate Interest</li> <li>• Legal Obligation</li> </ul>	<p>Keeping accounts systems up-to-date</p> <p>Complying with SRA Accounts Rules and other regulations</p> <p>Effective and efficient management of a sustainable business</p>
<p>To detect, investigate, report, and seek to prevent financial crime.</p> <ul style="list-style-type: none"> <li>• To manage risk for us and our customers.</li> <li>• To comply with laws and regulations that apply to us.</li> <li>• To respond to complaints and seek to resolve them.</li> </ul>	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legitimate Interest</li> <li>• Legal Obligation</li> </ul>	<p>Developing and improving how we deal with financial crime including suspected money laundering as well as complying with our legal obligations in this respect</p> <p>Complying with regulations that apply to us.</p> <p>Being efficient about how we fulfil our legal and contractual duties.</p>
To run our business in an efficient and proper way. This includes managing our financial stability, business	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> <li>• Legal Obligation</li> </ul>	Complying with the SRA Accounts Rules and Code of Conduct and other regulations that apply to us

capability, planning, communications, corporate governance, and audit.		Being effective and efficient about how we run our business  To allow external consultants, advisers and auditors to inspect files
To exercise our rights and comply with obligations set out in agreements or contracts	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> <li>• Legal Obligation</li> </ul>	Complying with contractual requirements e.g. for the provision to clients of Public Funding by Public Bodies

### **Types of Personal Data we process**

<b>Type of Personal Information</b>	<b>Description</b>
Financial	Your Bank account details and your financial status and information
Contact Information	Where you live and how to contact you
Socio-Demographic	This includes details about your work or profession, nationality etc.
Transactional	Details about payments to and from your bank accounts
Contractual	Details about the products or services we provide to you
Behavioural	Details about how you use our services
Communications	What we learn about you from letters, emails, and conversations between us
Social Relationships	Your family, friends and other relationships
Open Data and Public Records	Details about you that are in public records such as the Land Registry, and information about you that is openly available on the internet
Documentary Data	Details about you that are stored in documents in different formats, or copies of them. This could include things like your passport, drivers licence, or birth certificate

Special types of data	<p>The Law and other regulations treat some types of personal information as a special category. We will only collect and use these types of data if the law allows or requires us to do so:</p> <ul style="list-style-type: none"> <li>• Racial or ethnic origin</li> <li>• Religious or philosophical beliefs</li> <li>• Trade union membership</li> <li>• Genetic and bio-metric data</li> <li>• Health data including gender</li> <li>• Criminal convictions and offences</li> </ul>
Consents	Any permissions, consents or preferences that you give us. This includes things like how you want us to contact you.
National Identifier	A number or code given to you by a government to identify who you are, such as a National Insurance Number
Legal Aid Application and Bill	Information required to submit an application for public funding and to claim our fees under any legal aid certificate issued to you.

## **Sources of Data**

We collect personal data from various sources:

<b>Data</b>	<b>Source</b>	<b>Purpose</b>
Data you give us when you instruct us to advise you or act for you	You	To enable us to decide whether to accept your instructions and to progress your matter
Data you give us by letter/phone/email and other documents	You	To enable us to decide whether to accept your instructions and to progress your matter
Data you give us when you visit our website, via a messaging service or social media	You	To enable us to deal with your query or request and to contact you if appropriate
Data you give us during interviews	You	To enable us to advise and represent you and to communicate with other solicitors and third parties on your behalf
Data you give us in client surveys	You	To enable us to improve our services and respond to any expressions of dissatisfaction
Data provided to us by referrers and introducers	Referrers	To enable us to contact you and to enable us to decide whether to accept your instructions and to progress your matter
Fraud Prevention agencies	Agency	To enable us to comply with the law and regulations and carry out client due diligence checks
Estate Agents	Agents	To enable us to act on your behalf in relation to a land transaction
Other Solicitors	Solicitor Firms	As part of an exchange of information to enable us to

		progress the matter and advise you
Public Bodies	Public Body such as HMRC, HM Treasury, Local Authority, Land Registry, Land Charges Registry, Probate Registry, Legal Aid Agency, Police, CPS, Courts Service and other government departments	To enable us to advise you and progress your matter.  To prevent fraud and money laundering
Your GP or other medical professional	Doctor	To obtain appropriate medical reports
The Legal Aid Agency	LAA	Under our contractual obligations we will receive "Shared Data" from the LAA if your matter is legally aided