

Makwana Solicitors are committed to protecting and keeping confidential all the information you provide to us, subject to certain legal duties that are explained in our terms and conditions. We ask that you read this privacy notice carefully as it contains important information about who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Makwana Solicitors registered office is at Devonshire House, 582 Honeypot Lane, Stanmore, Middlesex, HA7 1JS and are authorised by the Solicitors Regulation Authority (ID- 556428) The Firms data controller is Shella Makwana. The Firm collects, uses and is responsible for certain personal information about you. When it does so it is also regulated under the GDPR by the Information Commissioner and is responsible as 'controller' of that personal information.

The personal information we collect, use and share

In the course of your legal case we collect the following personal information when you provide it to us:

- Name, address, date of birth, social media data, contact information (telephone and email where appropriate) National Insurance number (where appropriate)
- Identity information and documentation
- Family details
- Identity and risk information (money laundering purposes).
- Lifestyle and social circumstances
- Property bought, mortgaged, leased or rented etc.
- Goods and services
- Financial details
- Business of the person whose personal information we are processing
- Education and employment details
- Testamentary wishes
- A person's legal position

We also process sensitive classes of information which can include:

- Medical conditions
- Racial or ethnic origin
- Political opinions
- Religious or other beliefs
- Sexual life
- Trade union membership
- Offences and alleged offences
- Criminal proceedings, outcomes and sentences
- Additional information in relation to your legal case to enable us to advise you and progress your case. This will

depend on the type of legal work you instruct the Firm to undertake.

- We do not use automated decision making processes when processing data.

Who information is processed about

We process personal information regarding:

- Clients
- Suppliers
- Complainants
- Enquirers
- Advisers, consultants and professional experts
- Employees
- Service providers

In the case of data relating to children, we may need to obtain a parent's or guardians consent in order to lawfully use the data. Children can provide their own consent at the age of 16 (although this may be reduced to 13 by legislation). We use your personal information mainly to enable us to provide you with a legal service in accordance with your instructions and for related purposes including identity verification, administration of files, updating existing records if you have instructed the Firm previously, analysis to help improve the management of the Firm, for statutory returns and legal and regulatory compliance. The information will be held in hard copy and/or electronic format. You are responsible for ensuring the accuracy of all the personal data you supply to us, and we will not be held liable for any errors unless you have advised us previously of any changes in your personal data. We will only take instructions from you or someone you authorise in writing. Where you are acting as an agent or trustee, you agree to advise your principal or the beneficiary of the trust that their personal information will be dealt with on these terms.

If we are working on your matter in conjunction with other professionals who are advising you, including experts, medical professionals, barristers, banks, building societies, mortgage lenders, estate agents etc., we will assume, unless you notify us otherwise, that we may share and disclose relevant personal data and information about your matter to them, if we feel it is appropriate and necessary. On occasions we ask other trusted companies to provide typing, costing, photocopying or other support work on our files to ensure that this work can be done promptly. We will always obtain a confidentiality agreement with these outsourced providers to ensure that they keep the information sent to them securely and confidentially. All routine typing, costing and photocopying is undertaken in house.

We use a private, secure, computing systems to assist us in processing and protecting your information and keeping it secure

PRIVACY NOTICE- GENERAL DATA PROTECTION REGULATIONS (GDPR)

from the risks of cybercrime and fraud. All IT providers that we use are subject to strict confidentiality agreements with this firm and we will ensure that they meet GDPR obligations in relation to the service they provide to us. All of the personal information you provide to us is kept in the UK; we will not transfer any of your personal data to another country outside the UK unless you specifically instruct us to do so. There may be occasions when we are under a legal duty to share personal information with law enforcement or other authorities, including the Solicitors Regulation Authority or the Information Commissioner. If we are required to disclose information to the National Crime Agency, we may not be able to tell you that a disclosure has been made. We may have to stop working for you for a period of time and may not be able to tell you why. We cannot be held liable for any loss you suffer due to delay or our failure to provide information in these circumstances.

Occasionally some of our client files may be audited strictly confidentially by external auditors or examiners to ensure we meet our legal, quality and financial management standards. Some information may be disclosed to our professional indemnity insurers and to our financial auditors if required. We may also provide basic details of your case to Legal Aid Agency, Lexcel, but this information is provided on a strictly confidential basis where this concerns individuals. Unless you tell us otherwise we will assume you have no objection. You may object at any time and refusing your consent will not affect our work for you. We will not submit files for external audit or disclose personal information to directories where there is particularly sensitive material. We will not share your personal information with any other third party and will not issue any publicity material or information to the media about our relationship and the work we are doing for you without your explicit consent.

Who will your data be shared with?

We sometimes need to share personal information that we process with the individuals themselves and also with other organisations. We also receive information from other organisations. Where required we obtain client information from or share client information with:

- Any representatives of the client i.e. mortgage/finance advisers or estate agents
- Families and associates of the client
- Solicitors and the other party to a case
- Barristers, accountants or third parties including consultants also acting on your behalf in connection with the matter for which we are providing legal services to you
- Ombudsman
- Credit referencing purposes, fraud prevention or in order to enforce personal guarantees, claims debtors and debts

- For the defence of any legal claims
- Regulatory authorities e.g. Solicitors Regulation Authority and or compliance
- Courts and Tribunals
- Money laundering check providers
- Professional indemnity insurance
- Other persons or bodies that are relevant to your case

We may share or use any of your personal data which you have made manifestly made public for the purposes of communicating with you for any of the purposes indicated above. We regard such processing of personal data as lawful processing as it is held publically accessible databases, registers or lists and its use by us will be compatible with the reasons that justify its presence on such databases, registers or lists.

How long your personal data will be kept?

We will hold your personal data including your name, address and contact details plus your file of papers for a period of time, depending on the nature of your case. We will confirm this to you at the end of your case. After this period of time, your file of papers including your electronic file, will be destroyed confidentially without further reference to you, unless we contact you to confirm other arrangements or you contact us to request your file of papers at an earlier date. Further details about safeguarding your file and our file storage and destruction arrangements are provided in our terms and conditions. In order to meet our regulatory requirements, we may be required to retain basic information about you to include your name, address and date of birth on our electronic database for a longer period of time.

Reasons we can collect and use your personal information

We intend to rely on the following lawful bases to collect and use your personal or sensitive personal data:

- Your consent
- Contractual obligations
- Legal Obligations
- Public task
- Legitimate interests

Details of transfers abroad and safeguards

We store information about Clients:

- On paper at our offices
- On paper with a depository
- Electronically on clouds based systems
- Electronically on firewall and password protected servers at our offices

Other than when we communicate with Clients who are based outside the European Union, we do not transfer data outside the EU (except for a small amount of data that may be stored on Microsoft Cloud). Microsoft has provided assurances that the security levels applied to the data are at least equivalent to safeguards applying within the EU. Such assurances are available online.

Marketing

Information about the Firm and up to date articles which may be of interest to you are available on our website www.makwanas.co.uk. We would like to inform you about information that we think may be of specific interest to you or to tell you about events or developments in the Firm. We ask you to provide your email address and give specific confirmation that you want to "opt in" to us sending you such information in the future.

If you provide your consent, you may withdraw it at any time by contacting us to confirm that you no longer want us to contact you. If you provide your consent, we may use third party software and services to assist us in relation to the processing of our marketing communications, but we will ensure we have confidentiality agreements in place and will never disclose your information to third parties for them to use for their own marketing purposes. If you are an existing client of the Firm or we are holding documents for you such as Wills or Deeds we may rely on legitimate interests as the reason for contacting you in future. We will only do this where we feel it would be of benefit to you or where we need to update you in relation to our terms and conditions.

Your rights and how to contact us

Under GDPR you have a number of important rights, free of charge. Further information about these rights can be found on the Information Commissioners Website www.ico.org.uk/for-the-public/. If you would like to exercise any of these rights, please: email, call or write to our Data Protection Officer, Shella Makwana.

- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- Let us know the information to which your request relates, including any account or reference numbers, if you have them.
- You have the right to know if we are processing data about you and to obtain a copy of your personal data held by Shella Makwana.
- The right to request that Shella Makwana corrects any personal data if it is found to be inaccurate or out of date.

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- The right to withdraw consent to process data (only if we are relying on your consent to hold that data).
- The right to request Shella Makwana to provide the data subject with your personal data and transmit that data directly to another data controller (only applies if we are relying on your consent to hold data or is necessary for the performance of a contract).
- In the case of a dispute the right to place a restriction on the processing of data.
- The right to object to the processing of personal data (this only applies where processing is based on legitimate interest (or performance of a task in the public interest /exercise of official duty); direct marketing and processing for the purposes of scientific/historical research and statistics.
- The right to lodge a complaint with the Information Commissioners Office.
- If you require this notice in a different format please let us know

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

How to complain

We hope that our Data Protection Officer can resolve any query or concern you raise about our use of your information. The GDPR also gives you right to lodge a complaint with the Information Commissioner at www.ico.org.uk/concerns/ or telephone 0303 1231113.

Changes to this privacy notice

This privacy notice was published on 21 May 2018. We may change this privacy notice from time to time. When we do we will inform you via our website or by a direct communication with you.