

## Forrest Solicitors Privacy Notice

This Privacy Policy (“the Notice”) provides you with details of how we collect and process your personal data.

By providing us with your data, you warrant to us that you are over 13 years of age.

Forrest Solicitors, Room 6, Ironworks House is a ‘data controller’ for the purpose of relevant data protection legislation, including the General Data Protection Regulation (“GDPR”) for the information which it collects for marketing, recruitment and employment purposes.

Forrest Solicitors also acts as a ‘data processor’ on behalf of Consultants who provide legal services for the firm.

We are committed to protecting your personal data and this Notice explains what personal data (information) we hold about you, how we collect it and how we use and may share information about you for marketing purposes. We are required to notify you of this information under data protection legislation, including the General Data Protection Regulation. Please ensure that you read this Notice carefully and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

What personal information do we collect?

To allow us to provide Legal Services we may collect the following information from the Client that relates to the legal matter that we are instructed on:

- Name of Client
- Client’s Organisation or Business Name
- Contact information for Client (e.g. address, email address, telephone number)
- Identification documents
- Case name
- Case details (which may include, by way of example: personal information relating to third parties involved in the case. further personal information relating to the Client; details of any relevant criminal convictions; and details about actual and potential witnesses in the case);
- Billing details.

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 [andrea@forrestsolicitors.co.uk](mailto:andrea@forrestsolicitors.co.uk) or by writing to us at:

Forrest Solicitors, Room 6 Ironworks House, Warton Road, Carnforth LA5 9EX

## **Website, Digital Platforms & Cookies**

Please note that our website <https://www.forrestsolicitors.co.uk> and other digital platforms may contain links to third party websites / digital platforms which are provided for your convenience. We are only responsible for the privacy practices and security of our own digital platforms and therefore we recommend that you check the privacy and security policies of each and every other website / digital platform that you visit.

Like other websites, we use standard technology called 'cookies' on our website. Cookies are small pieces of information that are stored by the browser on your computer's hard drive and they are used to record how you navigate websites on each visit.

For further information on how we use cookies you can access a copy of our Cookie Policy by visiting <https://www.forrestsolicitors/cookie-policy.html>

## **Information we collect**

All personal information that we collect about you will be recorded, used and protected by us in accordance with applicable data protection legislation, including the General Data Protection Regulation and this Notice.

We may supplement the information that you provide with other information that we obtain from our dealings with you, however we will not use that information for purposes which are not clear when you provide your details.

We may collect the following information about you when you enquire about our services:

- Name
- Name of your organisation/company (if applicable)
- Address
- Email address
- Telephone number
- Details of your enquiry

## **How we collect the information**

We may collect this information from you directly through the online contact form on our website, on email, in person or via other digital platforms including social media.

## **We use your data for the following purposes:**

We may process the following categories of personal data about you:

- **Communication Data** that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims and other legal reasons such as retaining a Will. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal cases.
- **Customer Data** that includes data relating to any purchases of goods and/or services such as your name, title, billing address, delivery address email address, phone number, contact details, purchase details. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.
- **User Data** that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services. We process this data to operate our website and ensure relevant content is provided to you, to ensure the security of our website, to maintain back- ups of our website and/or databases and to enable publication and administration of our website, other online services and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.
- **Technical Data** that includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content to you and to publish testimonials with your consent and to understand the effectiveness of our advertising.

The processing of personal data is necessary for the purposes of legitimate interests pursued by the firm, such as, for the purpose of providing services including notifications about offers the firm may have from time to time and to tailor our communications to you in line with your preferences and to decide our marketing strategy.

We do not process special categories of personal data for marketing purposes.

## **Marketing**

We do not tend to send out blanket marketing e-mails to advertise our services but this may happen in the future and if you do not wish to receive information from us regarding offers or services, you can update your marketing preferences or unsubscribe from communications from us at any time by emailing [andrea@forrestsolicitors.co.uk](mailto:andrea@forrestsolicitors.co.uk)

## **Sharing information**

### **Disclosures of Personal data**

We may share your data with third parties where (a) if we are under a legal or regulatory duty to do so, (b) if it is necessary to do so to enforce our contractual rights, (c) to lawfully assist the police or security services with the prevention and detection of crime or terrorist activity, (d) where such disclosure is necessary to protect the safety or security of any persons and/or, (e) otherwise as permitted under applicable law.

We may also have to share your personal data with parties such as those set out below:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, barristers, bankers, court staff, auditors and insurers
- Government bodies such as Licensing Authorities, Police, Fire Authority
- Government bodies that require us to report processing activities.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

We will not use your data for purposes that are not clear when you provide your details and will not disclose data outside of Forrest Solicitors except in limited circumstances which are outlined below.

## **Transfer of data outside the EEA**

Please note that Forrest Solicitors does not transfer data outside of the EEA for marketing purposes. In the event there is a requirement to transfer data outside of the EEA from time to time, we will take all necessary steps to ensure the data is afforded the same safeguards and controls as those applied within the EEA.

## **Data Retention**

Forrest Solicitors will retain your data for as long as is reasonably necessary for the required services to be provided to you and will not be retained indefinitely or for reasons incompatible with relevant data protection legislation, including the General Data Protection Regulation. Once your file has been closed, you will be notified by letter of the period of time for which we will legally need to retain your documents.

## **Your rights under the GDPR**

You have a number of important rights to include the following:

- Request access to personal information;
- Request inaccurate information to be reviewed and corrected;
- Request a restriction to the processing of personal information;
- Request personal information held by the firm to be erased in certain circumstances;
- Request a copy of the personal information that has been provided to us;
- Object to the processing of personal information or the continued processing of personal information; and
- Request not to be subject to automated decision making which produces legal effects that concern or affect you in a significantly similar way

Further information regarding the rights under the General Data Protection Regulation can be found by visiting <https://www.ico.org.uk> These rights are subject to the conditions and restrictions set out in the General Data Protection Regulation and the Data Protection Act 2018.

Should you wish to make a request to exercise any of the above rights you should contact us via the following e-mail address: [andrea@forrestsolicitors.co.uk](mailto:andrea@forrestsolicitors.co.uk) and address your request to Data Compliance.

When contacting us please ensure that you provide relevant information to allow us to identify you (this can include confirmation of any of the unique or personal identifiers we hold about you such as address) and state the right or rights that you wish to exercise. We may need to contact you to request further information to verify your identity.

We will normally respond to you within one month from when we receive a valid request. It may take longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

## **Keeping your personal information secure**

We take the security of personal information seriously and the Firm has appropriate measures, safeguards and protocols in place to ensure that data is kept secure, is only accessed by those individuals authorised to do so and where there is a legitimate need to access the data. Appropriate and reasonable steps are in place to reduce the risk of unauthorised access to personal data held by the Firm (either through accidental disclosure or deliberate act) and in line with the Firm's obligations under applicable data protection legislation, including the General Data Protection Regulation.

## **Where to make a complaint**

If you have a complaint regarding any aspect of your personal data or this Notice, in the first instance, please write to us via [andrea@forrestsolicitors.co.uk](mailto:andrea@forrestsolicitors.co.uk) or at the above address.

If you are not satisfied with the outcome of your complaint, you may write to the Information Commissioner's Office at the following address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

You can also contact the Information Commissioner's Office by visiting their website <https://www.ico.org.uk>

## **Privacy Notice Changes**

We aim to meet high standards and so our policies and processes are subject to review. From time to time we may change this Notice and will inform you, usually in writing or by publishing updated content to our website, [https://  
www.forrestsolicitors.co.uk](https://www.forrestsolicitors.co.uk)