

PRIVACY POLICY RELATING TO THE USE OF PERSONAL DATA

Introduction

Joanna Spencer Legal Consulting is providing legal services as detailed on our website. We would ask that you read this carefully as it contains important information on 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 in the event that you have a complaint.

We treat any personal details you give us as confidential under the General Data Protection Regulation (GDPR). Our use of your personal data is subject to your instructions, the GDPR, other relevant UK and EU legislation and our professional duty of confidentiality.

Data Protection Principles

Under the GDPR there are six data protection principles. These provide that the personal information we hold about you must be:

1. Processed lawfully, fairly and in a transparent manner.
2. Collected only for legitimate purposes with this clearly being explained to you and not further processed in a way that is incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to those purposes.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form which permits your identification for no longer than is necessary for those purposes.
6. Processed in a way that ensures appropriate security of the data.

We must be able to demonstrate compliance with these principles.

What Is Personal Data?

Personal data relates to any living individual who can be identified from that data. It can be anything from a name, date of birth, address (including IP address), National Insurance number, sex and religion, to medical records and other information retained by us. It is any information relating to an identified or identifiable individual.

The Personal Information We Collect From You and Use

The personal data we will or may collect from you in the course of dealing with your enquiry and then advising and/or acting for you:

1. Your name, address and telephone number
2. Information to enable us to check and verify your identity e.g. your date of birth or passport details.
3. Your National Insurance number and tax details and your bank and/or building society details.
4. Electronic contact details e.g. your mobile telephone number and your email address
5. Details of your spouse/partner and dependents or other family members e.g. if you instruct us in relation to a family matter
6. Your medical records or Police disclosure relating to you

7. Information relating to the matter in which you are seeking advice or representation
8. Your employment status and details including salary and benefits e.g. if you are instructing us to act on your behalf within financial proceedings arising out of a divorce
9. Details of your financial situation
10. Information to enable us to undertake financial checks on you
11. Details of your pension arrangements e.g. if you instruct us in relation to financial arrangements following the breakdown of a relationship

We require this personal data to enable us to provide our service to you. If you do not provide the personal data we ask for, it may delay or prevent us from providing services to you.

How and Why Do We Use Your Personal Data?

Under GDPR, we can only use your personal data if we have a proper reason for doing so. Our legal basis for collecting and storing your personal data is to enable us to provide legal advice to you, and our right to retain that data is on the grounds of legitimate interest which is to establish, exercise or to defend our legal rights in the event of any claim arising in relation to the legal advice provided.

Enquiries

If you provide personal data about yourself when using our website or making an initial telephone enquiry, it will only be used to give an answer to your enquiry. The personal data collected will be limited to that to enable us to be able to satisfy that this is a genuine enquiry and to answer that enquiry. We will not share your personal data with any third party except where necessary to answer a query raised by you. If we need to communicate with a third party to deal with your enquiry we will request your written consent to do so. If you then go on to formally instruct us to act on your behalf, this will be governed separately by our Terms of Business. The personal data collected to enable us to respond to your enquiry will be retained on our file management system for no longer than necessary, and up to a maximum of six years prior to destruction. It will be retained for that period on the grounds that we have a legitimate interest to do so; namely to establish, exercise or defend our legal rights arising out of any advice given.

Clients

Joanna Spencer Legal Consulting will process your personal data to enable us to act in accordance with your instructions, and so long as we are instructed by you in relation to a matter.

Where Do We Hold Your Personal Data?

Personal data will be held at our offices. Paper based data is kept at the office where the work is carried out. Electronic client data will be stored on our computerised systems which will contain all file details, including personal data, letters, documents, emails and ledgers.

All paper and electronic data is stored securely and also destroyed securely. We protect personal data from loss, misuse, unauthorised use and disclosure with appropriate policies.

Who Do We Share Your Personal Data With?

During the progress of a case, we may need to share your personal data with a third party to ensure that your legal interests are appropriately represented. By way of example, we may be required to share personal data with:

1. Professional advisers who we instruct on your behalf or refer you to e.g. medical professionals, solicitors, barristers, financial advisers, other experts, the Courts
2. Other third parties who need to become involved to carry out your instructions External auditors e.g. in relation to accreditations and the audit of our accounts
3. Our bank

We will only allow third parties to handle your personal data if we are fully satisfied that they have appropriate measures in place to ensure that your personal data is protected.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

How Long Will We Keep Your Personal Data For?

We will keep your personal data after we have finished dealing with your enquiry or acting on your behalf for any of the following reasons:

1. To respond to any questions, complaints or claims made by you or on your behalf
2. To show that we have treated you fairly
3. To keep records required by Law

We will not retain your data for any longer than is necessary.

Your Rights and Your Personal Data

Further can be found in the guidance from the UK Information Commissioners Office (ICO) on individuals rights under the General Data Protection Regulation. LINK: <http://iso.org.uk/four-organisations/guide-2-d-general-data-protection-regulation-GDPR/individual-rights/>

Contact Details

To exercise any of your statutory rights, queries or complaints about how we have processed your personal data, please contact in the first instance Joanna Spencer, the Data Protection Officer, at 7 Myrtle Avenue, NG7 6NR or by email to: prawowuk@gmail.com

Alternatively, you can telephone us on 07754477333 and ask to speak to Ms Joanna Spencer. You will need to provide us with enough information to enable us to identify you e.g. your full name, address, and let us have proof of identity and address (a copy of your driving licence or passport and a recent utility or credit card bill).

Breach of Your Data Rights

If you have reason to believe that you have been subject to a breach of your personal data rights, please contact us so that we can investigate this immediately.

How to Complain

We hope that we can resolve any query or concern you raise about our use of your information.

However, the General Data Protection Regulations give you the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner (ICO) who may be contacted by telephone on 0303 123 1113 or via email at <https://ico.org.uk/global/contact-us/email> or at the ICO's office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Changes to Privacy Information Policy

We may change this Privacy Notice from time to time. You should check this Policy occasionally to ensure that you are aware of the most recent version. If our Privacy Policy changes in any way, we will post an updated version on our website.

Joanna Spencer Legal Consulting
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