



Backhouse Solicitors Limited

Privacy Notice

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Introduction

We ask that you read this privacy notice 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 on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Backhouse Solicitors Limited collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws. We can be contacted on 01245 893400 or info@backhouse-solicitors.co.uk.

The personal information we collect and use

Information collected by us

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

- General personal details (full name, address, date of birth, contact details etc)
- Bank Details
- Identification (photo ID and proof of address)
- Employment details (name of employer, salary details, length of service, previous allegations, job title)
- Medical records (used mainly for disability discrimination employment claims)
- Details to be inserted into a Will (family members details, asset and finance details)
- Housing details (mortgage details, house price, available funds, national insurance number)

Commercial details (shareholder information and director information, business assets of sole traders) - Information collected from other sources

We also obtain personal information from other sources as follows:

- Housing details – ownership of house from land registry or mortgage details from mortgage lender or broker
- Commercial details – shareholder and director information, business assets from Companies House or DueDil (<https://www.duedil.com/>)

How we use your personal information

We may use your personal information to:

- set you up as a new client and send a client care letter to you
- engage in general correspondence with you
- send a quote to you
- obtain quotes from third parties
- issue Court claim/Tribunal claims on your behalf, and correspond with Courts and Tribunals
- draft documents
- submit information to Government bodies and/or third parties
- correspond with third parties

Who we share your personal information with – third parties

We may routinely share your personal details with various third parties on different occasions as a result of our legal work. These third parties include:

- Courts / Tribunals
- Government bodies (land registry, office of the public guardian, probate registry office, HMRC)
- The other side, or their Solicitors on disputed cases
- Insurance underwriters / brokers
- Mortgage brokers
- Various lenders (including but not limited to mortgage lenders)
- Estate agents (where property is involved)
- Insurance companies (if the matter is insurance funded)
- Barristers
- Third party legal representatives / advocates (e.g. LPC Law)

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any third party for our financial gain.

Whether information has to be provided by you, and if so why

The table below states what information is collected and what this will enable us to do.

Type of Information	What this enables us to do
General personal details	Set up a file, contact you, ensure that we comply with money laundering regulations, be able to bring claims on your behalf (if required).
Bank details	Transfer balance proceeds to you (property sales etc), to take payments from you, to return unneeded money on account of costs.
Identification	To comply with money laundering regulations, and to

	submit documents on your behalf
Employment details	To start employment matters on your behalf, to issue claims and correspond with Tribunals, to assess the likelihood of affordability
Medical records	To assist with Tribunal disability claims
Details for a Will or Lasting Power of Attorney	To draft the Will or LPA, to file this information with Government bodies so that these are registered
Housing details	To provide a quote, to register property ownership, to prepare documents, accept mortgage documents and funds
Commercial details	To provide a quote, to prepare documents.

We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

How long your personal information will be kept

Under the Solicitors Regulation Authority professional conduct rules, we are obliged to keep most legal files for 6 years after closure which means that we will keep any data collected for that long. However, there are some types of types of files which we are required to keep for longer:

File Type	Length of Storage
Conveyancing – Purchase	15 years
Conveyancing – Sale	7 years
Trust advice	12 years after the closure of the trust
Probate	12 years
Wills	12 years for files, until death or age 100 for original wills

Reasons we can collect and use your personal information

We rely on our obligations under our contract, and our legitimate interests as the lawful basis on which we collect and use your personal data. Our legitimate interests include direct marketing to offer updates on our services or advise you of special deals, to prevent money laundering, to defend claims against you, to comply with any relevant laws necessary and to ensure that we comply with our duties to third parties (such as the land registry, SRA, Court and Tribunals as they require us to keep ID on file).

Consequences of our use of your personal information

One consequence of us using your personal information is that we are required to keep these details for several years under the Solicitors Regulation Authority rules. This means that if payment is not made by you, we will be able to use your information to contact you for payment, instigate debt recovery proceedings and potentially instruct

third party agencies to collect debts.

Also, whilst it is very unlikely, because your personal information is stored on our IT systems there is a small potential risk that if these systems are compromised then your personal information could be stolen. We take all reasonable precautions to prevent this however no IT system can be completely secure.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us
- let us have enough information to identify you (*e.g. full name, file reference number (if possible) and address (if your matter is relating to a property)*)
- 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 file reference numbers, if you have them

If you would like to unsubscribe from any marketing emails you can also click on the 'unsubscribe' button at the bottom of the email. It may take up to two days for this to take place.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or 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 we can resolve any query or concern you raise about our use of your information through our internal complaints procedure.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or by telephone at 0303 123 1113.

Changes to this privacy notice

This privacy notice was published on 22 May 2018 and last updated on 22 May 2018. We may change this privacy notice from time to time, when we do we will inform you via email or letter (whichever is appropriate).

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email to info@backhouse-solicitors.co.uk, write to Backhouse Solicitors, 71 Duke Street, Chelmsford, Essex, CM1 1JU or call 01245 893400.

Do you need extra help?

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).