

Privacy Notice - GDPR compliant

Please read the following information carefully. This privacy notice contains information about what data we collect and store about you and why. It also tells you who we share this information with, the security mechanisms we have put in place to protect your data and how to contact us if you have a complaint.

Who we are? - Article 13(1)(a) and Article 14(1)(a) state you must provide the identity and contact details of the controller and their appointed representative and data protection officer if appointed.

Pigotts Solicitors collects, uses and is responsible for personal information about you. When we do this we are the 'controller' of this information for the purposes of the General Data Protection Regulation and other applicable data protection laws.

What do we do with your information?

Information collected by us

When carrying out conveyancing we collect and process personal information that is necessary in order to provide and administer a conveyancing service including full name, address, date of birth, contact details, national insurance number (necessary for processing Stamp Duty Land Tax forms), bank account details (necessary to send proceeds of sale monies and to return monies to you) ("personal information")

Information collected from other sources - Article 14(1)(d) Identify the categories of personal data concerned. Article 14(2)(f) Identify the source of the personal data and if applicable whether it came from publically accessible data.

Not applicable

How we use your personal information - Article 13(1)(c) and 14(1)(c) Identify the purpose of processing.

We use your personal information in order to provide a conveyancing service to you.

Whether information has to be provided by you, and why? - Article 13(2)(e)- explain whether the provision of personal data is statutory or contractual, whether the data is obliged to provide the personal data and the possible consequences of not providing the information.

This personal information must be provided by you to us, to enable us to carry out anti-money laundering checks which we are required to do by law as part of the conveyancing procedure, and to enable us to carry out the conveyancing procedure eg submit Stamp Duty Land Tax details and return funds to you. When we collect information from you, we will inform you whether you are required to provide this information to us.

Legal reasons we collect and use your personal information - Article 13(1)(c) and 14(1)(c) **Identify the legal basis of processing.** Article 12(1)(d) and 14(2)(b) where legitimate interests will be the legal basis for processing, provide details of those legitimate interests. Article 29 Working party guidance recommends it is best practice to explain the balancing test here when relying on legitimate interests.

We rely on the terms of our business relationship with you and our obligations pursuant to anti-money laundering legislation as the legal basis for processing your information.

Who will we share your personal information with? - Article 13(1)(e) and 14(1)(e) **identify any recipients or categories of recipients with whom the personal data will be shared. These should be as specific as it is possible to be.**

We have relationships with a number of third parties that we routinely share personal information with such as solicitors acting for the buying or selling party in a conveyancing transaction, our accountants who have access to personal information as part of our regulatory auditing procedures and the appropriate regulatory authorities eg Solicitors Regulation Authority and Legal Ombudsman. This data sharing enables us to provide the conveyancing service and comply with our regulatory obligations.

We will share personal information with law enforcement agencies if required by applicable law.

We will not share your personal information with any other third parties without your consent.

Transfer of your information outside the European Economic Area (EEA) -Article 13(1)(f) and 14(1)(f) **Where personal data will be transferred to a third country outside the EEA or to an international organization you must:**

- **Inform data subjects that their personal data is transferred this way**
- **Make an explicit list of all 3rd countries to which the data will be transferred**
- **Explain the existence or absence of a commission adequacy decision**

If it is a transfer referred to in Article 46 or 47 then you must provide details of appropriate or suitable safeguards and explain how the data subject can obtain a copy of such safeguards.

We will not transfer your personal information outside the EEA

How long will we store your personal data? - Article 13(2)(a) and 14(2)(a) **requires you to confirm storage period or criteria used to determine storage period.**

We store personal data for a period of six years from completion of your conveyancing transaction or completion of our business relationship, which is to ensure compliance with the terms of our professional indemnity insurance, our obligations to the regulatory authorities and (if applicable) the requirements of our lender clients.

Consent - Article 13(2)(c) 14(2)(d), 7(4), where processing is based on consent or explicit consent, you must explain the data subjects right to withdraw consent at any time and how that consent can be withdrawn (it must be as easy to withdraw consent as it is to give the consent).

We are relying on your explicit consent to hold your personal data as part of our conveyancing service. You provided this consent when you signed our terms of business or when you continued to instruct us following receipt of our terms of business or when you gave us your written instructions.

You have the right to withdraw this consent at any time, but this will not affect the lawfulness of any processing activity we have carried out prior to you withdrawing your consent.

Your Rights - Article 13(2)(b) and 14(2)(c), Article 21(4), Article 29 Working Party Guidance. Explain the rights of the data subject. In each case the information should summarise what the right involves and how the data subject can exercise the right.

Under the General Data Protection Regulation, you have a number of important rights that you can exercise free of charge. In summary, these rights are:

- Access to your personal information and other supplementary information;
- Require us to correct any mistakes or complete missing information we hold on you;
- Require us to erase your personal information in certain circumstances;
- Receive a copy of the personal information you have provided to us or have this information be sent to a third party, this will be provided to you or the third party in a structured, commonly used and machine readable format;
- Object at any time to processing of your personal information for direct marketing;
- Object in certain other situations to the continued processing of your personal information;
- Restrict our processing of your personal information in certain circumstances;
- Request not to be subject to automated decision making which produce legal effects that concern you or affect you in a significantly similar way;

If you want more information about your rights under the GDPR please see the Guidance from the Information Commissioners Office on [Individual's rights under the GDPR](#).

If you want to exercise any of these rights, please:

- Email, call or write to us
- Let us have proof of your identity and address;
- State the right or rights that you wish to exercise;

We will respond to you within one month from when we receive your request.

How to make a complaint? - Article 13(2)(d) and Article 14(2)(e), Article 77, A data subject has a right to lodge a complaint with a supervisory, in particular in the Member State of his or her habitual residence, place of work or in place that the alleged infringement occurred.

We hope that you are happy with our service and that we can resolve any issues or complaints that arise. Please get in touch if you have any concerns (see 'Get in touch' below).

The General Data Protection Regulation also gives you the 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 the alleged infringement of data protection laws occurred. The UK supervisory authority is the Information Commissioner's Office who can be contacted at <https://ico.org.uk/concerns/>.

Automated Decision Making - Article 13(2)(f) and 14(2)(g) where automated decisions including profiling are being used the data subject must be told that this type of activity is occurring, they must be given meaningful information about the logic involved and the significance and envisioned consequences of processing the data must be told.

We do not use automated decision making.

Future Processing

We do not intend to process your personal information for any reason other than stated within this privacy notice. If this changes, we will write to inform you.

Changes to this privacy notice

This privacy notice was published on 25th May 2018 and will be reviewed and if necessary updated annually thereafter. If we change this policy at any time we will write to inform you.

Get in touch

If you have any questions about this privacy notice or the information we hold about you, please contact us at Pigotts Solicitors, 10 Victoria Crescent, High Street, Dover, Kent CT16 1DU, FAO Sharon Cowell e mail sharon@pigotts.co.uk tel 01304 212206.