

Updated 4 February 2022

Privacy Notice

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This **NOTICE** applies to:

- (1) Alexander Legal Services Limited whose registered office is at Suites 2A-3A Quay View, Union Quay, North Shields, NE30 1HJ (the **Firm**);
- (2) Employees of the Firm;
- (3) Contacts of the Firm, including but not limited to:
 - a. Clients of the Firm;
 - b. Members of the public who contact the Firm, or visitors to the Firm's website and/or social media profiles; and
 - c. Other organisations.

1. NOTICE STATEMENT

- 1.1 The Firm takes privacy seriously and we are committed to protecting it.
- 1.2 This notice may change from time to time and any updates will be published on our website.

2. THE TYPE OF PERSONAL INFORMATION WE COLLECT

- 2.1 The Firm collects and process the following information:
 - 2.1.1 personal identifiers, contacts and characteristics (for example names);
 - 2.1.2 contact telephone numbers, including landline and mobile, if applicable;
 - 2.1.3 email addresses; and
 - 2.1.4 dates of birth.

3. HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

- 3.1 Most of the personal information we process is provided to us directly from clients for one of the following reasons:
 - 3.1.1 to ensure the client is the correct person giving instructions, for example the correct person instructing us to draft a will;
 - 3.1.2 to ensure we can identify the client before discussing sensitive information with them, for example, if they contact us to discuss their matter, we must ensure we are speaking with the correct person;
 - 3.1.3 for compliance with Money Laundering Regulations; and
 - 3.1.4 for best practice in compliance with the CILEx Code of Conduct.
- 3.2 We also receive personal information indirectly, from the following sources in the following scenarios:
 - 3.2.1 via the 'contact us' page on our website, which requires users to input their name and a contact telephone number and/or email address; or

- 3.2.2 via social media, again by including the user's name and contact details.
- 3.3 We use the information given to us in order to:
 - 3.3.1 contact the correct person in connection with their query or matter (if they have instructed us);
 - 3.3.2 draft legal documents on behalf of clients, including wills, Lasting Powers of Attorney etc.; and
 - 3.3.3 to identify the correct person in accordance with 3.1 above.
- 3.4 Depending on the service we have been instructed to carry out, we may share this information with:
 - 3.4.1 CILEx Regulation (who as the Firm's regulator, may from time to time undertake audits of the Firm's work to ensure compliance with the CILEx Code of Conduct and other regulatory requirements).
 - 3.4.2 The Office of the Public Guardian;
 - 3.4.3 HM Court & Tribunal Service;
 - 3.4.4 HM Land Registry;
 - 3.4.5 The Legal Ombudsman (if a complaint is made against us);
 - 3.4.6 The Probate Registry; or
 - 3.4.7 Banks and other organisations on the client's behalf (if they request it in accordance with a client's instructions).
- 3.5 Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information are:
 - 3.5.1 the client's / user's consent, which they are able to withdraw at any time. Withdrawals of consent can be done by contacting us on 0191 307 7150 or info@alexanderlegal.co.uk;
 - 3.5.2 we have a contractual obligation;
 - 3.5.3 we have a legal obligation;
 - 3.5.4 we have a vital interest;
 - 3.5.5 we need it to perform a public task; or
 - 3.5.6 we have a legitimate interest.

4. HOW WE STORE PERSONAL INFORMATION

- 4.1 Personal information is securely stored:
 - 4.1.1 at our office at Suites 2A-3A Quay View, Union Quay, North Shields, NE30 1HJ (if a written record); or
 - 4.1.2 on our Law Society endorsed case management system (**Proclaim**).

4.2 For clients who instruct us, if we have paper records of your information, then we will keep it for a period of 4 years after the conclusion of your matter. We will then dispose of your information by shredding.

4.3 For non-clients, we will destroy any personal information you provide us as soon as it becomes apparent that you will not instruct us or do not require us to store your information.

5. YOUR DATA PROTECTION RIGHTS

5.1 Under data protection law, you have rights including:

5.1.1 your **right of access** - you have the right to ask us for copies of your personal information;

5.1.2 your **right to rectification** - you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete;

5.1.3 your **right to erasure** - you have the right to ask us to erase your personal information in certain circumstances;

5.1.4 your **right to restriction of processing** - you have the right to ask us to restrict the processing of your personal information in certain circumstances;

5.1.5 your **right to object to processing** - you have the right to object to the processing of your personal information in certain circumstances; and

5.1.6 your **right to data portability** - you have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

5.2 You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

5.3 Please contact us on 0191 307 7150 or info@alexanderlegal.co.uk if you wish to make a request.

6. HOW TO COMPLAIN

6.1 If you have any concerns about our use of your personal information, you can make a complaint to us on 0191 307 7150 or info@alexanderlegal.co.uk.

6.2 You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data. The ICO's address is:

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

T: 0303 123 1113

W: www.ico.org.uk

7. REVIEW

This notice, and all other policies and procedures are reviewed annually, or sooner, if the need arises, by the Firm's principal, Shaun Alexander.