

RIES SOLICITORS AND MEDIATORS – FAMILY SOLUTIONS

DATA PROTECTION INFORMATION

Your data

Your personal data is information about you. We are committed to ensuring that your privacy is protected. The following statement explains how we will use any personal data that we have collected from you. Where we ask you to provide information that means you could be identified when using our services, you can be assured that it will only be used in line with this privacy statement.

Please note, this policy may change from time to time, however the latest version will be found on our website, or you can request a copy directly from us.

Data controller

When you work with Ries Solicitors and Mediators – family solutions as a mediation or a legal client we will need to collect personal data from you so we can deliver our legal and mediation services to you. If we collect, store or process data, Family Solicitors and Mediators – family solutions will be what is known as the data controller. Please contact Emma Ries if you have any questions about your data or this policy.

What we need

Any information that we ask you to provide will be dependent on what you have asked, or instructed, us to address on your behalf.

Under the UK General Data Protection Regulations (GDPR) there are two types of personal data (personal information) that you may provide to us:

- Personal data: is the general information that you supply about yourself – such as your name, address, gender, date of birth & contact details.
- Sensitive personal data: is, by its nature, more sensitive information. It may include your racial or ethnic origin, religion, health or criminal convictions. It may also include other personal and financial details relevant to your matter.

The nature of the services that we provide regularly require us to hold and use sensitive personal data in the furtherance of your matter. We ask for your specific permission to do so in our terms of business letter or the Agreement to Mediate.

Sources of information

We may obtain information about you and parties related to your case from a range of sources. These would include:

1. Information provided by you (or by a named representative)
2. Information provided by third parties so we can undertake legal work on your behalf, such as:
 - Banks / building societies
 - Experts and independent financial advisors
 - Solicitors acting for the other side
 - Medical or financial institutions

Why we need your data

The central reason for us asking you to provide us with your personal data is so that we can deliver our services to you in accordance with your instructions and our regulatory duties.

Examples of what we use your information for include:

- Verifying your identity and the source of funds (including anti money laundering checks)
- Liaising and communicating with you
- Delivering our services to you, including providing advice, preparing documentation and representation in proceedings
- Keeping financial records of transactions
- Obtaining advice from third parties including both legal and non-legal experts
- Responding to any complaint or allegation of negligence

This list is not exhaustive and is intended to be indicative only.

Who has access to your data

We will not sell or rent your information to third parties. Nor will we share your information with third parties for marketing purposes.

Typically your information will only be used within our firm for delivering our services to you, staff training and development. We may also have occasions where, in the course of delivering our legal services to you, we are required to disclose information to third parties. Examples of this would include:

- HM Land Registry to register a property
- Courts or other alternative dispute resolution processes
- Communications with the solicitor for the other side
- Instructing a Barrister or Counsel on your behalf
- Dealings with other legal and non-legal third parties in the furtherance of your matter
- If disclosure is required by law or regulation, for instance the prevention of financial crime and terrorism
- If there is an emergency and we believe that you , or others, may be at risk

Where we do need to share your information with third parties we do so on the basis that they comply strictly and confidentially with our instructions and that they do not use your personal information for their own purposes (unless you have specifically consented to them doing so). Occasionally, some uses of personal data may require your specific consent. If this is the case we will contact you separately to ask for your consent that you are free to withdraw at any time.

How do we protect your personal data

We appreciate how important your personal information is and it is critical to us that your data is protected while in our care.

We closely manage our IT and operational security to protect personally identifiable data from loss, misuse, alteration or unplanned destruction. We use a range of IT security solutions to support this.

We take our obligations seriously and staff are trained and aware of their confidentiality and data protection responsibilities. Both internal and external parties that we work with have agreed to confidentiality of all information either within their contracts or through the use of Non Disclosure Agreements.

How long will we keep your data for

Personal information can be held both in computer and manual files. It will be retained only for as long as is necessary, or as required by law, or as will be set out in any relevant contract with you.

We may hold personal data for differing lengths of time depending on the reason for doing so. For example:

- As long as is necessary to deliver our services to you and to avoid potential conflicts of interest in the future.
- Typically for a minimum of 6 years from the conclusion of your legal work in the event that we need to re-open your matter for any reason.

How we may use your details for legitimate business interests

Under GDPR we have the right to use your personal data for necessary and legitimate business interests. This might include:

- Anti money laundering and fraud prevention
- Prevention of conflicts of interest
- The furtherance of your matter and to protect your legal interests in the prosecution or defence of your case
- Direct marketing and updates
- Managing network in IT security
- Data analysis and to improve our services
- Understanding trends in our sector

You have the right to object to this processing. Should you wish to do so please contact Emma Ries.

What are your rights?

GDPR entitles you to request a copy of your personal data. This is known as a "Subject Access Request". If you wish to make such a request please do so in writing to Emma Ries, or speak directly to the person in our firm who is dealing with your matter.

A request for access to your personal data means you are entitled to a copy of the personal data we hold on you – such as your name, address, contact details, date of birth, information regarding your health etc. This means that a Subject Access Request will not normally result in you getting a copy of your file because you are only entitled to your personal data – not the documents that contain that data.

You have the right to request that personal data that we hold on you is deleted or transferred to a third party and we have a duty to acknowledge these requests. They should be submitted in writing to Emma Ries. However please note that our response will be subject to our other legal and regulatory duties and this may impact on our ability to comply fully with such requests.

Complaints about the use of personal data

If you wish to raise a complaint with regards to the way that we have handled your personal data please contact Emma Ries. We will investigate any complaint or potential complaint in line with our Complaints Policy and respond to you with the results of our investigation, along with any proposed remedial, if appropriate.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).