



Privacy and Cookies Policy

We are Wade Solicitors Ltd, with offices at Shrewsbury and Telford in the county of Shropshire. Our Head and Registered office is 34 Rural Enterprise Centre, Stafford Drive, Battlefield Enterprise Park, Shrewsbury, SY1 3FE.

We are committed to protecting the privacy and security of your data in accordance with the General Data Protection Regulation (GDPR) and relevant UK law. We comply with the UK General Data Protection Regulations with respect to information held about you. We use the information you provide primarily for the provision of legal services to you and for related purposes including the updating and enhancing of client records, analysis to help us manage our practice, statutory returns and legal and regulatory compliance.

This Privacy Policy sets out what personally identifiable data we hold for clients, how we manage it, how you can correct any discrepancies and how to contact us. If you have any data concerns not already covered here, please get in touch with us. The Privacy Policy also covers access to our website. We ask you to consent to us receiving your personal data only because it is needed to provide services you have enquired about or to respond to your requests for information. We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

Data Protection

We take your privacy seriously. Please read this data protection information carefully as it contains important information on who we are and how and why we collect, store, use and share your personal data. It also explains your rights in relation to your personal data and how to contact us or supervisory authorities in the event you have a complaint.

When we use your personal data, we observe the UK General Data Protection Regulation (GDPR) and we are responsible as 'controller' of that personal data for the purposes of the

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.

Key terms:

We, us, our	Wade Solicitors Ltd
Our Data Protection Manager	Jamie Wade – Jamie.wade@wadesolicitors.co.uk
Personal data	Any information relating to an identified or identifiable individual/person
Special category personal data	Personal data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership
Genetic and biometric data	Biometric data includes fingerprints, voiceprints and facial recognition. Genetic data includes data relating to inherited or acquired genetic characteristics, health related data and data concerning a person's sex life or sexual orientation

The information below sets out the personal data we sometimes collect in the course of advising and/or representing you:

Personal data we will collect

- Your name, address and telephone number.
- Information to enable us to check and verify your identity, e.g. your date of birth or passport details
- Digital contact details, e.g. your email address and mobile phone number
- Information relating to the matter in which you are seeking our advice or representation
- Information to enable us to undertake a credit or other financial checks on you
- Your financial details so far as relevant to your instructions, e.g. the source of your funds if you are instructing on a private paying basis
- Details of your pension arrangements if relevant to your matter
- This personal data is required to enable us to provide our service to you. If you do not provide personal data we ask for, it may delay or prevent us from providing services to you.

Personal data we may collect depending on why you have instructed us

- Your National Insurance and tax details.
- Your bank and/or building society details.
- Details of your spouse/partner and dependants or other family members.
- Your employment status and details including salary and benefits, if relevant to your matter
- Your nationality and immigration status and information from related documents, such as your passport or other identification, and immigration information if relevant to your matter
- Your employment records including, where relevant, records relating to sickness and attendance, performance, disciplinary, conduct and grievances (including relevant special category personal data) if relevant to your matter
- Your racial or ethnic origin, gender and sexual orientation, religious or similar beliefs if relevant to your matter
- Your trade union membership if relevant to your matter
- Your medical records, e.g. if we are acting for you in a matter that requires medical evidence.

How your personal data is collected

We collect most of this information from you directly. However, we may also collect information:

From publicly accessible sources, e.g.

- Companies House;
- HM Land Registry;

From a third party, e.g:-

- sanctions screening providers;
- credit reference agencies;
- client due diligence providers;
- the police, crown prosecution service and HM court service
- CafCASS and Social Services

From a third party with your consent, e.g:

- your bank or building society, another financial institution or advisor;

- consultants and other professionals we may engage in relation to your matter;
- your employer and/or trade union, professional body or pension administrators;
- your doctors, medical and occupational health professionals;
- HM Prison authorities

Via our website – via enquiry forms and we use cookies on our website

Via our information technology (IT) systems, e.g.:

- case management, document management and time recording systems;
- reception logs;
- automated monitoring of our websites, computer networks and connections, CCTV, communications systems, email and instant messaging systems; such as Skype or SMS

How and why, we use your personal data

Under data protection law, we can only use your personal data if we have a proper reason for doing so, some relevant examples are:

- to comply with our legal and regulatory obligations;
- for the performance of our contract with you or to take steps at your request before entering into a contract;
- for our legitimate interests or those of a third party; or
- where you have given consent.
- A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

The table below explains what we use (process) your personal data for and our reasons for doing so:

What we use your personal data for	Our reasons
To provide legal services to you	For the performance of our contract with you or to take steps at your request before entering into a contract
Conducting checks to identify our clients and verify their identity Screening for financial and other sanctions or embargoes	To comply with our legal and regulatory obligations
Other processing necessary to comply with professional, legal and regulatory	

obligations that apply to our business, e.g. under health and safety regulation or rules issued by our professional regulator	
Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies	To comply with our legal and regulatory obligations
Ensuring business policies are adhered to, e.g. policies covering internet and security use	For our legitimate interests or those of a third party, i.e. to make sure we are following our own internal procedures
Operational reasons, such as improving efficiency, training and quality control	For our legitimate interests or those of a third party, i.e. to be as efficient as we can
Ensuring the confidentiality of commercially sensitive information	For our legitimate interests or those of a third party, i.e. to protect our intellectual property and other commercially valuable information To comply with our legal and regulatory obligations
Statistical analysis to help us manage our practice, e.g. in relation to our financial performance, client base, work type or other efficiency measures	For our legitimate interests or those of a third party, i.e. to be as efficient as we can
Preventing unauthorised access and modifications to systems	For our legitimate interests or those of a third party, i.e. to prevent and detect criminal activity that could be damaging for us and for you To comply with our legal and regulatory obligations
Updating client records	For the performance of our contract with you or to take steps at your request before entering into a contract To comply with our legal and regulatory obligations For our legitimate interests or those of a third party, e.g. making sure that we can keep in touch with our clients about existing and new services
Statutory returns	To comply with our legal and regulatory obligations

Ensuring safe working practices, staff administration and assessments	<p>To comply with our legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, e.g. to make sure we are following our own internal procedures and working efficiently</p>
<p>Marketing our services to:</p> <p>existing and former clients</p> <p>third parties who have previously expressed an interest in our services</p> <p>third parties with whom we have had no previous dealings.</p>	For our legitimate interests or those of a third party, i.e. to promote our business to existing and former clients
Credit reference checks via external credit reference agencies	For our legitimate interests or a those of a third party, i.e. for credit control and to ensure our clients are likely to be able to pay for our services
External audits and quality checks, e.g. the audit of our accounts	<p>For our legitimate interests or a those of a third party, i.e. to maintain our accreditations so we can demonstrate we operate at the highest standards</p> <p>To comply with our legal and regulatory obligations</p>

Who we share your personal data with

We routinely share personal data with:

- professional advisers who we instruct on your behalf or refer you to, e.g. barristers, medical professionals, accountants, tax advisors or other experts;
- other third parties where necessary to carry out your instructions, e.g. your mortgage provider or HM Land Registry in the case of a probate or ancillary relief;
- credit reference agencies;
- our insurers and brokers;
- external auditors, e.g. in relation to the audit of our accounts;
- our bank;

- external service suppliers, representatives and agents that we use to make our business more efficient, e.g. photocopying services, marketing agencies and document collation;

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers relating to ensure they can only use your personal data to provide services to us and to you.

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

We may also need to share some personal data with other parties, such as potential buyers of some or all of our business or during a re-structuring. Usually, information will be anonymised but this may not always be possible.

The recipient of the information will be bound by confidentiality obligations.

We will not share your personal data with any other third party.

Where your personal data is held

Information may be held at our offices, third party agencies, service providers, representatives and agents as described above.

How long your personal data will be kept

We will keep your personal data after we have finished advising or acting for you. We will do so for one of these reasons:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly;
- to keep records required by law.

We will not retain your data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of data. Further details on this are available in our client care guide (our terms of business).

When it is no longer necessary to retain your personal data, we will delete or anonymise it.

Transferring your personal data out of the EEA

To deliver services to you, it is sometimes necessary for us to share your personal data outside the European Economic Area (EEA), e.g.:

- with your and our service providers located outside the EEA;
- if you are based outside the EEA;
- where there is an international dimension to the matter in which we are advising you.

These transfers are subject to special rules under European and UK data protection law.

Your rights

You have the following rights, which you can exercise free of charge:

Right to be informed: You have the right to be informed about the collection and use of your personal data.

Right to Access: The right to be provided with a copy of your personal data

Right to Rectification: The right to require us to correct any mistakes in your personal data

Right to be forgotten: The right to require us to delete your personal data - in certain situations

Right to Restrict Processing: The right to require us to restrict processing of your personal data - in certain circumstances, e.g if you contest the accuracy of the data

Right to Data Portability: The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party - in certain situations

Right to Object: The right to object to the processing of your personal information in certain circumstances.

Right Not to be subject to automated individual decision-making: The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

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

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/>

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You have the right to ask us for a copy of any personal data that we hold about you. This is known as a “**Subject Access Request**”.

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.

If any of the information that we hold about you is inaccurate or you wish to make a Subject Access Request, you can either:

- Contact us on 01952 445605
- Contact us via email at enquiries@wadesolicitors.co.uk
- Contact us at Wade Solicitors Ltd, 34 Rural Enterprise Centre, Stafford Drive, Battlefield Enterprise Park, Shrewsbury, SY1 3FE.

In order to make a request, please provide us with the following information:

- Your identity (your full name, address and client or matter reference number)
- Proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill)
- What right you want to exercise and the information to which your request relates.

Keeping your personal data secure

We have appropriate security measures to prevent personal data from being accidentally lost or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access 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.

Promotional communications

We may use your personal data to send you updates by email or post about legal developments that might be of interest to you and/or information about our services, including any new services that we may be offering.

We have a legitimate interest in processing your personal data for promotional purposes

(see above 'How and why we use your personal data'). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.

We will always treat your personal data with the utmost respect and never share it with other organisations for marketing purposes.

You have the right to opt out of receiving promotional communications at any time by:

- contacting us by email
- using the 'unsubscribe' link in emails

We may ask you to confirm or update your marketing preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

Controlling your personal information

When you complete the 'Contact Us' form on the website, you can click the box to indicate that you wish to '**opt in**' for marketing. This means the information may be used by anybody for direct marketing purposes. You agree that Wade Solicitors Ltd shall be free to send you from time to time additional product or company information, including newsletters, product advertisements and / or announcements. We will never sell or disclose your email address to anyone.

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind and '**opt out**' at any time by writing to or emailing us at enquiries@wadesolicitors.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Information gathering technologies (Cookies)

We may store some information (commonly known as a 'cookie') on your computer when you look at the site. This information facilitates your use of our website and may, for

example, be used to ensure that you do not need to re-enter your details every time you visit it. If you are uncomfortable with our use of cookies you can disable them by changing the settings on your browser, but please note that if you disable them it may affect some functionality on the site.

This includes Google Analytics' who require us to state the following:-

"This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google").

Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above."

We reserve the right to use other tracking technologies in the future.

We may automatically collect non-personal information about you such as the type of internet browsers you use or the website from which you linked to our site. You cannot be identified from this information and it is only used to assist us in providing an effective service on this website.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

How to complain and how to contact us

If you have any concerns about our use of your personal information, you can make a complaint to us at 34 Rural Enterprise Centre, Stafford Drive, Battlefield Enterprise Centre, Shrewsbury, SY1 3FE. You can also email us enquiries@wadesolicitors.co.uk or telephone us on 07871 390994 or 01952 445605. You can also contact if you have any questions or queries regarding this Privacy Policy.

You can also complain to the ICO if you are unhappy with how we have used your data.

You can contact the ICO via their website <https://www.ico.org.uk>, via live chat on their website, by their Helpline telephone number: 0303 123 1113. The Address of the ICO is:

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

This privacy and cookies policy, fulfils our obligation to tell you about the ways in which we use your information when you use this website.