

## **AVA SOLICITORS LTD LAY CLIENT FAIR PROCESSING NOTICE (PRIVACY POLICY)**

In this Notice, “We” and “Us” refer to the solicitor(s) instructed in your matter at AVA Solicitors Ltd, a company that provides legal services and is regulated by the Solicitors Regulation Authority. “You” refers to the client on whose behalf the solicitor is instructed, and "your matter" should be understood accordingly.

We are committed to maintaining the accuracy, confidentiality, and security of your personal information. Data protection law grants you the right to be informed about the processing of your personal information. This Notice describes the personal information we collect from or about you, how we use it, and to whom we disclose that information. Where appropriate to the circumstances of the matter, the individual barrister(s) instructed in your case may also specify additional purposes and longer retention periods than those outlined below.

### **What Personal Information Do We Collect?**

For the purposes of our Privacy Policy, personal information is any information about an identifiable individual. Personal information does not include anonymous or non-personal information.

We collect and maintain different types of personal information regarding individuals who seek to be, are, or were clients of AVA Solicitors, including the personal information contained in:

- What you tell us about yourself;
- Official ID documents such as a passport, driving license, and utility bill;
- Other documents that you (or other intermediaries at your instruction) provide to us;
- Notes taken by Counsel during conferences, at Court, and in the preparation of legal advice, opinions, and other papers;
- Our records of invoicing and payment.

The personal information we collect and maintain includes details such as name, home address, telephone number, email address, date of birth, and any other information necessary to manage your matter effectively. Additionally, the solicitor instructed in your case may collect and maintain sensitive personal information about you if it is relevant to the matter.

As a general rule, we collect personal information directly from you or other intermediaries instructed by you. In most circumstances, where the personal information we collect about you is held by a third party, we will obtain your permission before seeking this information from such sources (this permission may be given directly by you or implied from your actions).

Where permitted or required by applicable law or regulatory requirements, we may collect information about you without your knowledge or consent.

### **Why Do We Collect Personal Information?**

The personal information collected is used and disclosed for our business purposes, including establishing and managing your relationship with us. Such uses include:

- Assessing whether a solicitor is able to assist you;
- Conflict of interest checks;
- ID and anti-money laundering checks;
- Case management;
- Provision of legal services to you by the solicitor instructed in your matter;
- Maintaining records of legal services provided;
- Invoicing, fee collection, and debt recovery;
- Keeping records up to date;
- Complying with legal and regulatory obligations;
- Implementing best practices and guidance from the Bar Standards Board, the Bar Council, or other regulatory or governmental bodies;
- Other purposes reasonably required by us;
- Delivering supervision, training, and/or work experience to trainees or paralegals.

## **Who is Responsible?**

The person responsible for the personal information about you that we collect (the “data controller”) is the solicitor instructed in your matter.

## **Monitoring**

Some areas of the AVA Solicitors premises may be equipped with CCTV. Where in use, CCTV cameras are there for the protection of visitors and employees and to prevent theft, vandalism, and damage to goods and property on the premises. Generally, recorded images are routinely destroyed and are not shared with third parties unless there is suspicion of a crime, in which case they may be turned over to the police or other appropriate government agency or authority.

This section is not meant to suggest that clients will be monitored or their actions subject to constant surveillance. It is intended to inform you that such monitoring may occur.

## **How Do We Use Your Personal Information?**

We may use your personal information for the purposes described in this Policy or for any additional purposes that we advise you of. Where your consent is required by law, we will obtain your consent for the use or disclosure of your personal information.

We may use your personal information without your knowledge or consent where we are permitted or required by law or regulatory requirements to do so.

## **When Do We Disclose Your Personal Information?**

We may share your personal information with our employees and other parties who require such information to assist us in managing the service we provide to you.

Additionally, your personal information may be disclosed:

- As permitted or required by applicable law or regulatory requirements;
- To comply with valid legal processes such as legal search warrants, Court summons, or Court orders;
- As part of Solicitors' regular reporting activities;
- To protect the rights and property of AVA Solicitors.

## **Updating Your Personal Information**

It is important that the information contained in our records is both accurate and current. If your personal information changes during your relationship with us, please keep us informed of such changes.

You have the right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed. In some circumstances, we may update our record of your personal information by appending additional text without deleting the original record.

## **Right of Access to Your Personal Information**

You can request to see the personal information that we hold about you. If you want to review, verify, or correct your personal information, please contact Nosrat Farahy. Please note that any such communication may need to be made in writing.

When requesting access to your personal information, we may ask for specific information from you to confirm your identity and your right to access, as well as to search for and provide you with the personal information we hold about you. We may charge you a fee to access your personal information; however, we will inform you of any fee in advance. If you need assistance in preparing your request, please contact Nosrat Farahy.

Your right to access the personal information we hold about you is not absolute. There are instances where applicable law or regulatory requirements allow or require us to refuse to provide some or all of the personal information we hold about you. Additionally, the personal information may have been destroyed, erased, or made anonymous in accordance with our record retention obligations and practices.

If we cannot provide you with access to your personal information, we will try to inform you of the reasons why, subject to any legal or regulatory restrictions.

## **Your Other Legal Rights**

Data protection legislation also provides you with certain other rights. These are not always absolute rights and must be considered in the wider scope of the legislation. These rights include:

- Right to erasure, also known as the right to be forgotten. The broad principle underpinning this right is to enable an individual to request the deletion or removal of personal data where there is no compelling reason for its continued processing. In some circumstances, this is not an absolute right;
- Right to restrict processing. You have the right to ‘block’ or suppress the processing of personal data. Again, this is not an absolute right and will depend on the circumstances and any other legal/statutory obligations we may have;
- Right to data portability;
- Right to object to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- Rights related to automated decision-making, including profiling.

Any questions you may have regarding the processing of your personal data should be directed to **Nosrat Farahy** by email at [nosrat@avasolicitors.co.uk](mailto:nosrat@avasolicitors.co.uk) or by post at the AVA Solicitors address.