



## **Privacy Notice**

Your information will be held by RM Legal Solicitors, the trading name of RM Legal Solicitors LLP, a limited liability partnership registered in England and Wales (Company Number OC353895). Our registered office is at Avenue House, 38 The Avenue, Southampton SO17 1XN, United Kingdom. Our branch office is at Unit 1, 72 London Road, Southampton SO15 2AJ.

This privacy notice is to let you know how we promise to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a client, and the choices you give us about what marketing information you want us to send to you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

### **Our Privacy Promise**

We promise:

- To keep your data safe and private.
- Not to sell your data.
- To give you ways to manage and review your marketing choices at any time.

### **Data Protection law changed on 25 May 2018 as the General Data Protection Regulation has now come into effect.**

This notice sets out most of your rights under the GDPR.

### **How the law protects you**

As well as our Privacy Promise, your privacy is protected by law. This section explains how that works.

We can use your personal information only if we have a proper reason to do so. This includes sharing it outside RM Legal Solicitors.

We must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or
- When you consent to it.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

### **How we use your information**

**Here is a list of all the ways that we may use your personal information**, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

- For the purposes of general administration, including to manage and administer our relationship with you and our clients
- To provide you with advice and carry out your instructions

- To issue bills and arrange payment with you
- To promote our services and provide you with information about events, products or services, legal updates and news that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes
- To carry out our obligations arising from any contracts entered into between you and us
- To fulfil our legal, regulatory and risk management obligations, including establishing, exercising or defending legal claims and conducting appropriate anti-fraud or credit reference checks
- To notify you about changes to our service
- To perform bookings and associated administration when you book to attend any of our events
  - For the purposes of recruitment
  - To provide and improve this website, including auditing and monitoring its use
  - To provide and improve our services to you and to our clients, including handling the personal information of others on behalf of our clients
  - To provide information requested by you

We will also use your data in order to carry out identity and credit reference checks and otherwise to comply with our obligations under anti-money laundering legislation, which may include disclosure to the Serious Organised Crime Agency in some circumstances. We may also be obliged to disclose personal information about our clients to the Solicitors Regulatory Authority and certain other regulators. We may also disclose your contact details and details of our invoices to you to tracing agents, debt collectors, Tribunals and courts.

### **Training**

All our staff have undergone GDPR training and will continue to attend courses to ensure they are aware of relevant information, legislation and controls.

### **GDPR review**

We shall continually review our procedures for IT and data management to keep up to date with changing technology and systems.

### **Where we collect personal information from**

We may collect personal information about you (or your business) from these sources:

- Data you give to us
- Through your use of our website
- When you apply for our services
- When you contact or request information from us
- When you use mobile device apps
- In emails and letters
- In client surveys
- Data we collect when you use our services.
- Data from third parties we work with
- Companies or individuals that introduce you to us
- Fraud prevention agencies
- Government and law enforcement agencies.

### **How we obtain your personal information**

- We collect information from you as part of our business acceptance processes and about you and others as necessary in the course of providing legal services
- We collect your personal information while monitoring our technology tools and services, including our website and email communications sent to and from RM Legal Solicitors
- We gather information about you when you provide it to us, or interact with us directly, for instance engaging with our staff or registering on one of our digital platforms or applications

- We may collect or receive information about you from other sources, such as keeping the contact details we already hold for you accurate and up to date using publically available sources

### **Who we share your personal information with**

We may share your personal information with these organisations:

- HM Land Registry to register a property
- HM Revenue & Customs; e.g. for Stamp Duty Liability
- Court or Tribunal
- Solicitors acting on the other side
- Asking an independent Barrister or Counsel for advice; or to represent you
- Non-legal experts to obtain advice or assistance
- Translation Agencies
- Contracted Suppliers
- External auditors or our Regulator; e.g. Lexcel, SRA, ICO etc.
- Bank or Building Society; or other financial institutions
- Insurance Companies
- Providers of identity verification
- Any disclosure required by law or regulation; such as the prevention of financial crime and terrorism
- If there is an emergency and we think you or others are at risk

In the event any of your information is shared with the aforementioned third parties, we will ensure that they comply, strictly and confidentially, with our instructions and they do not use your personal information for their own purposes unless you have explicitly consented to them doing so.

There may be some uses of personal data that may require your specific consent. If this is the case we will contact you separately to ask for your consent which you are free to withdraw at any time.

### **The information we use**

The personal information that we process includes:

- Basic information, such as your name (including name prefix or title), the company you work for, your title or position and your relationship to a person
- Contact information, such as your postal address, email address and phone number(s)
- Financial information, such as payment-related information
- Technical information, such as information from your visits to our website or applications or in relation to materials and communications we send to you electronically
- Information you provide to us for the purposes of attending meetings and events, including access and dietary requirements
- Identification and background information provided by you or collected as part of our business acceptance processes
- Personal information provided to us by or on behalf of our clients or generated by us in the course of providing services to them, which may include special categories of data
- Any other information relating to you which you may provide to us

### **Sending data outside of the EEA**

We will only send your data outside of the European Economic Area ('EEA') to:

- Follow your instructions.
- Comply with a legal duty.

- Transfer it to organisations that are part of Privacy Shield. This is a framework that sets privacy standards for data sent between the US and EU countries. It makes sure those standards are similar to what is used within the EEA. You can find out more about data protection on the European Commission Justice website.

### **Marketing**

We may use your personal information to tell you about relevant services and offers. This is what we mean when we talk about 'marketing'.

The personal information we have for you is made up of what you tell us, and data we collect when you use our services, or from third parties we work with. We study this to form a view of what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

We can only use your personal information to send you marketing messages if we have either your consent or a 'legitimate interest'. That is when we have a business or commercial reason to use your information. It must not unfairly go against what is right and best for you.

You can ask us to stop sending you marketing messages by contacting us at any time. Whatever you choose, you'll still receive statements, and other important information such as changes to your existing products and services.

We may ask you to confirm or update your choices, if you take out any new services with us in future. We will also ask you to do this if there are changes in the law, regulation, or the structure of our business.

If you change your mind you can update your choices at any time by contacting us.

### **How long we keep your personal information**

We will keep your personal information for as long as you are a client of RM Legal Solicitors. After you stop being a client, we have to keep relevant records for statutory minimum periods for one of these reasons:

- To respond to any questions or complaints.
- To maintain records according to rules that apply to us.
- We may keep your data for longer if we cannot delete it for legal, regulatory or technical reasons. We may also keep it for research or statistical purposes. If we do, we will make sure that your privacy is protected and only use it for those purposes.

### **The Principles of good Data Protection**

These are the principles under which we seek to operate and manage your data.

- Processed lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data

are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and

- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

### **How to get a copy of your personal information [Referred to as Subject Access Rights]**

You can access details of the personal information we hold by writing to us at this address:

RM Legal Solicitors LLP T/A RM Legal Solicitors  
Avenue House, 38 The Avenue, Southampton SO17 1XN, United Kingdom

### **Letting us know if your personal information is incorrect**

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this. If you do, we will take reasonable steps to check its accuracy and correct it.

### **What if you want us to stop using your personal information?**

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

There may be legal or other official reasons why we need to keep or use your data but please tell us if you think that we should not be using it.

We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

You can ask us to restrict the use of your personal information if:

- It is not accurate.
- It has been used unlawfully but you don't want us to delete it.
- It is not relevant any more, but you want us to keep it for use in legal claims.
- You have already asked us to stop using your data but you are waiting for us to tell you if we are allowed to keep on using it.

If you want to object to how we use your data or ask us to delete it or restrict how we use it or, please contact us.

### **How to withdraw your consent for non-statutory personal information**

You can withdraw your consent at any time. Please contact us if you want to do so. If you withdraw your consent, we may not be able to provide certain products or services to you. If this is so, we will tell you.

### **How to complain**

Please let us know if you are unhappy with how we have used your personal information. You can contact us in writing at this address:

RM Legal Solicitors LLP T/A RM Legal Solicitors of Avenue House,  
38 The Avenue, Southampton SO17 1XN, United Kingdom

You also have the right to complain to the Information Commissioner's Office if we do not respond to your complaint appropriately and in a timely manner. Find out on their website how to report a concern.

Our internal data management is overseen by the Data Controller, Russell Mozumder.

### **Our Privacy Notice**

By engaging our services, you consent to us processing your data and you warrant that all data provided by you is accurate.

### **Information about us**

We are RM Legal Solicitors LLP T/A RM Legal Solicitors of Avenue House, 38 The Avenue, Southampton SO17 1XN, United Kingdom

### **Notification of Changes**

If we decide to change our privacy policy, we will email or post those changes to you so you are always aware of the information we collect and how we use it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify you by way of an email.

You will have a choice as to whether or not we use your information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

### **Notices and Disclaimers**

Any disclaimers on the above rights also extend to our service agreement and terms and conditions.

### **Changes to the Privacy Notice**

We reserve the right to make changes to the Privacy Notice to reflect new legislation, practice and procedures. If any changes become necessary then we will notify you with details in writing wherever practicable before the change takes effect.

Your continuing instructions to the firm will amount to your acceptance of the Privacy Notice.