



CLIENT INFORMATION

General Privacy Notice



General Privacy Notice

Nockolds Solicitors Ltd is a company authorised and regulated by the Solicitors Regulation Authority under ID numbers 567738 and 605527.

Your privacy is important to us. This Privacy Notice explains what personal information we collect from you and how we use it, the conditions under which we may disclose it to others and how we keep it secure. It will also tell you about your privacy rights and how the law protects you. We respect your privacy and we are committed to protecting your personal information.

We are registered with the Information Commissioner's Office under registration number Z3224785. We will not disclose your personal details to any third parties unless it is necessary or we are legally obliged to do so. On those occasions when we do need to disclose your personal information, such as proceeding with your instructions or obtaining compliance or regulatory advice, we will do so in accordance with the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018.

Please ensure that you read this Notice alongside our general Terms and Conditions which provide further information on confidentiality, data privacy etc.

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Contact Details

Our full details are:

Full Name:	Nockolds Solicitors Ltd	
Addresses:	6 Market Square Bishop's Stortford Hertfordshire, CM23 3UZ	35 Great St. Helen's London EC3A 6AP
Telephone Numbers:	01279 755777	020 3892 6800
Email Address:	privacy@nockolds.co.uk	

Our designated Data Protection Officer is Peter Dodd and he can be contacted via the above methods.

If You Fail to Provide Personal Information

Where we need to collect personal information under the terms of a contract we have with you or to fulfil our legal and regulatory obligations and you fail to provide that information when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case we may have to cancel our service you have with us but we will notify you if this is the case at the time.

It is your responsibility to ensure that the personal information you provide is correct and that you notify us of any changes to enable us to correct our records.

Important Information

Controller and Processor

This Notice aims to give you information on how we collect and process your personal information. It is issued on behalf of Nockolds Solicitors Ltd and where the term 'we', 'us' or 'our' is used in this Privacy Notice, we are referring to the relevant company responsible for processing your personal information.

We are the 'Controller' and 'Processor' of the personal information you provide us with. Your personal information will be securely stored confidentially on our computer systems and/or in paper files.



or defending a legal claim. If we require sensitive personal information for any other purpose, we will seek your prior consent.

Sources of Personal Information

Personal information about you may also be obtained from a number of other sources during our instruction e.g. banks and building societies, medical or financial institutions, employers and other relevant organisations/third parties.

We will also receive personal data from you if you provide your identity documents to us via our client onboarding platform 'Infotrack', if you use our conveyancing estimate system 'Perfect Portal' or if you make contact with us by completing a form powered by 'Settify' on our website. Other onboarding and search systems may also be used by us during the course of your matter.

Why We Need It

We need to know your personal information in order to carry out our contract with you for the provision of legal services and generally administer and take care of our relationship with you. We will not collect any personal information from you which we do not need. The following are some examples of what we may use your personal information for (non-exhaustive):

- › Verifying your identity;
- › Verifying your source of funds;
- › Communicating with you;
- › Obtaining insurance policies on your behalf;
- › Processing your legal transaction including providing you with advice, carrying out litigation on your behalf, attending hearings on your behalf, preparing documents or to complete transactions;
- › Keeping financial records of your transactions and the transactions we make on your behalf;
- › Seeking advice from third parties such as legal and non-legal experts.

What We Need From You

Under UK GDPR, personal information is defined as 'any information relating to an identified or identifiable natural person'. An identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

The type of information we require will vary depending on the nature of your instruction and the work you require us to do. There are two types of information that you may need to provide us with:

Personal Information: This is the general information that you supply about yourself - such as your name, address, gender, date of birth and contact details.

Sensitive Personal Information: This is, by its nature, more sensitive information and may include racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, information concerning health or sex life and sexual orientation, genetic information or biometric information. We are permitted to process this type of information if your matter relates to establishing, exercising

How We Will Use Your Personal Information

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- › **Performance of a Contract** means processing your personal information where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract;
- › **Legitimate Interest** means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal information for our legitimate interests. We do not use your personal information for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law);
- › **Comply with a legal or regulatory obligation** means processing your personal information where it is necessary for compliance with a legal or regulatory obligation which we are subject to.

Marketing and Your Personal Information

We may use your personal information that we have collected in accordance with this privacy notice to contact you about our products or services, events etc. which we feel may interest you. These direct marketing communications may be provided to you by social media channels, email or post. We will never send marketing communications via SMS or call you without your specific consent; nor do we ever pass on or sell your details to third parties. If you wish to opt out of receiving marketing mailings please email marketing@nockolds.co.uk.

Purposes for Which We Will Use Your Personal Information

The table below provides a description of all of the ways we plan to use your personal information and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Please note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using it.

Purpose / Activity	Lawful Basis for Processing Including Basis of Legitimate Interest
To register you as a new client	<ul style="list-style-type: none"> › Legitimate interest › Performance of a contract with you › Compliance with a legal or regulatory obligation
To process and deliver legal services	<ul style="list-style-type: none"> › Performance of a contract with you › Necessary for our legitimate interest (to recover debts due to us) › Compliance with a legal or regulatory obligation
To manage our relationship with you, which will include:	<ul style="list-style-type: none"> › Performance of a contract with you › Compliance with a legal or regulatory obligation › Necessary for our legitimate interest (to keep our records updated and to study how customers use our products/services) › Legitimate interest
<ul style="list-style-type: none"> › Notifying you about changes to our terms of privacy policy. › Asking you to leave a review or take a survey. We use an online review site called Trustpilot to conduct the survey on our behalf on conclusion of your matter. › Sending you information about other services or events we provide which may be of interest to you. 	

Any personal data received from you in order to comply with money laundering regulations will only be processed for the purpose of preventing money laundering or terrorist financing unless such processing is permitted by law or you consent to alternative use of the data.

Who Has Access To It?

We will keep your personal information confidential except where:

- › We are acting in accordance with your instructions;
- › We are under a legal, regulatory or professional obligation to (for example to

comply with anti-money laundering regulations);

- › We engage other professional advisers on your behalf, such as barristers and experts for the provision of specialist advice;
- › We are required to make a disclosure for the purpose of our business (this includes our auditors, external assessors and our insurers);
- › We outsource legal activities or any operational functions. We will always seek a confidentiality agreement with these outsourced providers and ensure that they are UK GDPR compliant.

Examples of third parties whom we may disclose your personal information to and why (non-exhaustive):

- › HM Land Registry to register a property;
- › HM Revenue and Customs e.g. for Stamp Duty Liability;
- › Court;
- › Solicitors acting on the other side;
- › Asking for an independent barrister for advice or opinion or to represent you;
- › Non legal experts to obtain advice, opinion or assistance;
- › Contracted suppliers/consultants;
- › External auditors or our regulator eg: Lexcel, SRA, CQS, ICO etc.;
- › Bank, building society or other financial institutions;
- › Insurance companies;
- › Providers of identity verification;
- › Contracted agencies for electronic ID verification;
- › Any disclosure required by law such as the prevention of financial crime and terrorism;
- › If there is an emergency and we think you or others are at risk.

Before we share any of your personal information with third parties we will ensure 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 explicitly given your prior consent to this. There may be some personal information which we will require your prior consent to obtain. If this is the case then we will contact you to request your consent in writing and you are free to withdraw this consent at any time.

How We Protect Your Personal Information

We recognise that your personal information is valuable and we take all reasonable measures to protect it whilst it is in our care.

We have exceptional standards of technology and operational security in order to protect personally identifiable information from loss, misuse, alteration or destruction. Similarly, we adopt a high threshold when it comes to confidentiality obligations and both internal and external parties have agreed to protect confidentiality of all information; to ensure all personal information is handled and processed in line with our stringent confidentiality and data protection policies.

We use computer firewalls as safeguards and physical access controls to our buildings and files to keep personal information safe.



How Long We Will Keep It For

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount of your personal information, the nature and sensitivity of it, the potential risk of harm from unauthorised use of disclosure, the purposes for which we processed it and whether we can achieve these purposes through other means, and the applicable legal requirements.

Once you have settled our final bill, we will retain your file in a physical and/or digital format following conclusion for between seven and 15 years dependent upon the nature of the matter. Some files we will retain indefinitely such as Wills and Trusts. The period is set due to regulatory reasons and to ensure our business records are adequate to maintain the requisite levels of insurance to protect our clients and non-clients. If you would like more information on our file retention policy relating to your specific matter then please contact us.

Your Rights

Request Access to Your Personal Information

UK GDPR gives you the right to see a copy of the personal information that we hold about you. You can ask us to supply you with copies of both paper and/or computer records and related information. This is called a 'Subject Access Request'. If you wish to put your request in writing then this can be sent to us by post to the relevant office address or by email to privacy@nockolds.co.uk. We will respond within one month from receipt of your request.

Where we consider requests to be manifestly unfounded or excessive, in particular because they are repetitive, we are entitled to charge a reasonable fee taking into account the administrative costs of providing the information or we can refuse to respond. If we refuse to respond to your request, we will explain why and may ask you to specify the information the request relates to.

Further information on Subject Access Requests can be obtained from the Information Commissioner's Office (ICO) at www.ico.org.co.uk.

Request Correction of Your Personal Information

We take all reasonable steps to ensure the personal information we have for you is accurate and up to date. If you think that what we have is not accurate or up to date, please tell us as soon as possible and we will correct it.

It is your responsibility to ensure that the personal information you provide is correct and that you notify us of any changes to enable us to correct our records e.g. address and telephone number/s. We may need to verify the accuracy of any new information you provide to us.

Request Erasure of Your Personal Information

You are entitled to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons and the right to erasure does not apply where there is a lawful reason for us to continue processing. If applicable, we will explain these to you at the time of your request.

Object to Processing of Your Personal Information

You may object where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights.

Request Restriction of Processing Your Personal Information

You are entitled to ask us to suspend the processing of your personal information in the following scenarios: (a) if you want us to establish its accuracy; (b) where our use is unlawful but you do not want us to erase it; (c) where you need us to hold it even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use but we need to verify whether we have overriding legitimate grounds to use it.

Request Transfer of Your Personal Information

If we are asked to transfer your personal information to you or to a third party, we will provide this to you, or a third party you have chosen, in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you. This right does not require us to provide a copy of your whole file and relates to portability of your personal information only.

Right to Withdraw Consent

You can only exercise this right where we are relying on 'consent' to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Redaction and Exemption On Public Record Documents

Companies House - Redaction

Any documents which are filed with Companies House are open to public inspection and can be viewed online on the public register of companies. If you wish to protect your privacy, you can ask us to apply for certain sensitive details to be redacted.

If you are a director or person of significant control, your month and year of birth will appear on the public record. If you do not wish for your home address to appear on the public record when we are filing documents for you, please provide us with an alternative service address (which may be the company's registered office). If your home address is the same as the company's registered office, it cannot be withheld from the public record.

We can also redact the following information from a certified copy of an instrument of charge:

- > Personal information relating to an individual (but not their name) e.g. a home address which is not the company's registered address; Court;
- > The number or identifier of a bank or securities account
- > A signature

In addition, if you are considered to be at serious risk of violence or intimidation, we can also apply to protect your home address from being accessed by credit reference agencies on the Companies House public register and depending on your personal status within the company, we may also be able to protect your identity on the Companies House public register. You must be able to prove the serious risk with documentation.

If you wish for any information to be redacted or withheld, please let us know immediately. There may be an additional fee charged by Companies House for redaction. Your information will still be available to specified public authorities, such as the police.

Land Registry - Exemption

All documents held by the Land Registry are open to public inspection by anyone who has a general right. When filing certain documents, we can make an application for exemption if the document being filed is:

- > Referred to in the register of title, or one that relates to an application to the registrar;
- > Referred to in the register of title.

Examples of requests made to the Land Registry for exemption which are likely to be granted and common reasons for refusal can be found in sections 2.3 and 2.4 on the following web page: <https://www.gov.uk/government/publications/exempting-documents-from-the-general-right-to-inspect-and-copy/practice-guide-57-exempting-documents-from-the-general-right-to-inspect-and-copy>.

If you do wish for any information to be redacted, please let us know immediately. There is an additional fee charged by the Land Registry for an exemption application.

Please be aware that your full unredacted information may still be available to anybody who makes an application to the Land Registry for an official copy under the Freedom of Information Act 2000, if they are able to provide that the information redacted is not prejudicial or that the public interest in disclosing a full copy outweighs the public interest for not doing so. If the redacted information relates to your personal data, then disclosure will not be permitted in accordance with your rights contained in data protection legislation.

Queries About Our Use of Your Personal Information

If you have a query about how we have handled your personal information, you can contact our Data Protection Officer by email at privacy@nockolds.co.uk who will be happy to look in to this for you.

You also have the right to contact the Information Commissioner's Office (ICO) directly. Please see their website www.ico.org.co.uk. However we would appreciate the chance to deal with your queries before you approach the ICO so please contact us in the first instance.



Our Accreditations



Nockolds achieved the **Customer Service Excellence** accreditation in 2019. This is a national and independently assessed standard which is awarded to businesses that demonstrate professionalism and a truly customer-focused service.



Nockolds attained the **Investors in People** accreditation in 2010 and went on to achieve the Investors in People 'Gold' award in 2013. Following independent re-assessment, Nockolds was reaccredited with the Gold Standard in 2016 and 2019.



Lexcel is the Law Society's quality mark for excellence in legal practice management and client care. Nockolds was awarded the Lexcel Accreditation in 2003 and undergoes independent annual assessment to ensure continuing compliance with this quality standard.

Bishop's Stortford

6 Market Square
Bishop's Stortford
Hertfordshire
CM23 3UZ

t: 01279 755777

e: enquiries@nockolds.co.uk

London

35 Great St. Helen's
London
EC3A 6AP

t: 020 3892 6800

e: enquiries@nockolds.co.uk



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