



Charles A Marshall Lawyers Limited

Website Privacy Policy

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Introduction

This Privacy Policy tells you how we, Charles A Marshall Lawyers Limited (“we, us, our”), obtain, store and use your personal information when you use or interact with our website, <https://www.charlesamarshall.com> (“the site”) and it also sets out your rights in respect of our processing of your personal information.

This Privacy Policy will inform you as to how you can request that we delete, update, transfer and/or provide you with access to the personal information which we process and will assist you in making informed decisions when using the Site and we therefore ask that you take some time to read and understand this.

In relation to the processing of your personal data, we are regulated under the General Data Protection Regulation (GDPR) and are responsible as a controller of that personal data. When using your personal data, we are subjected to rules of (i) GDPR, (ii) other relevant UK and EU legislation, (iii) your own instructions and; (iv) our professional duty of confidentiality.

Our Data Protection Officer is Julia Rutter who is located at our registered office, namely 917 Garstang Road, Barton, Lancashire, PR3 5AB. Email Julia.rutter@charlesamarshall.com. Telephone 01995 641067. Please mark any correspondence to the 'Data Protection Officer'.

We are a company registered in England and Wales under Company Number 11139997 and we are regulated by the Chartered Institute of Legal Executives under Regulation Number 2184203.

We are registered with the Information Commissioner's Office under registration number ZA487446.

Charles A Marshall Lawyers Limited used cookies to give you a better experience on our website.

The information that we collect and where we get it from

We collect or obtain your information when you provide it to us (e.g. by contacting us); or from your use of our website via cookies (such as the type of browser you are using, the type of operating system you are using, and the domain name of your Internet service provider). We do not obtain personal information about you unless you provide the information, such as choosing to fill out of a form or provide comments on the site.

The personal information which we would then process includes but is not limited to: your name, postal address, email address and telephone number.

How we use the information we collect

We use non-personally identifiable information to analyse site usage (such as aggregated information on the pages visited by our users), which allows us to improve the design and content of our site.

If you have completed a form and provided us with your personal information then we may use your personal information to:

- respond to your enquiry or form completed;
- provide legal services;
- develop our business services and/or website; and
- comply with legal and regulatory obligations that we have to discharge.

Grounds for using your personal information

We rely on the following legal grounds to process your personal information, namely:

- **Consent**– we process personal data when we have consent to do so. By submitting your personal information to us, you consent to the use of that information. You can withdraw your consent by contacting us (see above).
- **Performance of a contract**– we may need to collect and use your personal information to enter into a contract with you or to perform our obligations under a contract with you.
- **Legitimate interest**– we may use your personal information for our legitimate interests.
- **Compliance with law or regulation**– we may use your personal information as necessary to comply with applicable law/regulation.

Your Choices and Rights

We need to make you aware of the rights you hold under data protection law. The rights available to you depend on our reason for processing your information:

- **Your right of access** – you have the right to ask us for copies of your personal information. This right always applies however, there are some exemptions which means you may not always receive all the information we process. Please see the attached link for further information <https://ico.org.uk/your-data-matters/your-right-of-access/>
- **Your right to rectification** – you have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies. Please see the attached link for further information <https://ico.org.uk/your-data-matters/your-right-to-get-your-data-corrected/>
- **Your right to erasure** – you have the right to ask us to erase your personal information in certain circumstances. Please see the attached link for further information <https://ico.org.uk/your-data-matters/your-right-to-get-your-data-deleted/>

- **Your right to restriction of processing** – you have the right to ask us to restrict the processing of your information in certain circumstances. Please see the attached link for further information <https://ico.org.uk/your-data-matters/your-right-to-limit-how-organisations-use-your-data/>
- **Your right to object to processing** – you have the right to object to processing if we are using your data (i) for a task carried out in the public interest; (ii) for our legitimate interests; (iii) for scientific or historical research, or statistical purposes; or (iv) for direct marketing. Please see the attached link for further information <https://ico.org.uk/your-data-matters/the-right-to-object-to-the-use-of-your-data/>
- **Your right to data portability** – this only applies to information you have given us. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated. Please see the attached link for further information <https://ico.org.uk/your-data-matters/your-right-to-data-portability/>

If you think that any of your rights have been infringed by us then please raise this with our Data Protection Officer. Alternatively, you can lodge a complaint with the relevant data protection authority. The supervisory authority within the UK is the Information Commissioner's Office ("ICO") who can be contacted on 0303 123 1113 or via their website at <https://ico.org.uk/make-a-complaint/>

You are not required to pay any charge for exercising your rights. Should you make any of the above requests then we have a period of one month to respond to you.

We confirm that we do not use automated individual decision-making software.

How we share information with third parties

We will not share your information with any third parties for the purposes of direct marketing however, we may share your personal information with third parties, only to the extent necessary to run our business; provide a service to you; comply with the law; enforce our legal rights; or because you have provided consent. This may include the following:

- Third parties relevant to the services that we provide, such as medical professionals, barristers, other experts, Companies House, Motor Insurer Bureau, The Claims Portal, relevant insurance companies;
- External service suppliers, such as cashiering services;

- Third party agents/suppliers or contractors, in connection with the processing of your personal information for the purposes described in this Policy. This may include, but is not limited to, website hosting; IT; and communications service providers;
- Where it is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim, or for the purposes of a confidential alternative dispute resolution process;
- To the extent required by law, regulation or court order, for example, if we are under a duty to disclose your personal information in order to comply with any legal obligation;
- External auditors; and
- Our bank(s).

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website. We therefore encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Transferring your information outside of Europe

We may transfer your personal information outside of the European Economic Area.

If we do transfer your personal data outside the EEA:

- it will be because you have consented or because we have a legal reason to do so; and
- we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

Children

We do not knowingly collect or solicit personal data from anyone aged 16 or under or knowingly allow such persons to provide us with their personal data without the consent of a parent, guardian or litigation friend. If you are aged 16 or under, please get the permission of your parent, guardian or litigation friend before using our website and before providing any personal data to us. In the event that we learn that we have collected personal data from anybody aged 16 or under whilst not having

the consent of a parent, guardian or litigation friend then we will delete that information as soon as possible. If you believe that we might have any personal data from or about anyone aged 16 or under without the consent of a parent, guardian or litigation friend then please contact the Data Protection Officer on the details given above.

Keeping your information and information security

How long we hold your personal information for will vary and will depend principally on:

- **the purpose for which we are using your personal information** – we will need to keep the information for as long as is necessary for the relevant purpose, and
- **legal obligations** – laws or regulations may set a minimum period for which we have to keep your personal information.

We will ensure that the personal information that we hold is subject to appropriate security measures.

Cookies

Cookies are text files placed on your computer to collect standard log information and to track visitor behaviour. This information is used to track visitor use of the website and to compile statistical reports on website activity.

Most browsers automatically accept cookies unless you change your internet browser settings. If you do wish to restrict, block or delete the cookies then you can do this through the settings within your own internet browser. You can find out how to do this, and find more information on cookies, at: www.allaboutcookies.org. Parts of our website may not be accessible if your settings preferences are set to block all cookies.

There are two main types of cookies:

- **Session Cookies** – these are deleted when you finish browsing a website and are not stored on your computer longer than this; and
- **Persistent cookies** – these are stored on your computer after you have finished using a website so that the website provider can remember your preferences the next time you visit their site.

We use Google Analytics Cookies which is a session cookie. The reason we use this cookie is to collect information about how visitors use our website, including details of the site where the visitor has come

from and the total number of times a visitor has been to our website. We use the information to improve our website and enhance the experience of its visitors.

Changes to our privacy policy

This privacy policy was published on 08 March 2018.

We may change the Privacy Policy from time to time in line with legislation or industry developments. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes.

How to contact us and other important information

If you would like further information on the collection, use, disclosure, transfer or processing of your personal information or the exercise of any of the rights listed above, please contact us. You can do this by writing to us at the contact details given above.