

## **Our Privacy Policy**

This Policy details the ways in which Richardson Laine collects, uses, discloses, and manages the data of all visitors to our website and to our clients.

### **What Type of Information Do We Collect?**

We receive, collect and store any information you enter on our website, or provide us in any other way. This may include personally identifiable information such as name, email address, contact details, or comments and feedback about our services.

The information we collect may include special categories of data, such as information about health and financial circumstances where this is necessary to enable us to provide our service. Where we collect special category information we will obtain your explicit consent to collect and process this information.

We may collect personal information about your close family members and dependants to provide our service to you. In such cases it will be your responsibility to ensure that you have the consent of the people concerned to pass their information on to us. We will provide a copy of this privacy notice for them or, where appropriate, ask you to pass the privacy information to them.

Information relating to your usage of our website is collected using cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to personalise your repeat visits to our website.

For further information visit <http://www.allaboutcookies.org/>

You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

### **How Do We Collect Information?**

When you interact with us via our website, or in any other way, as part of the process we collect personal information that you give us, such as your name, address, email address or details of your circumstances. Your personal information will be used for the specific reasons stated below only.

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

We collect personal and non-personal information for the following purposes:

1. To respond to an enquiry that you make to us.
2. To provide our service to you. We would be unable to provide our service to you without collecting information about your circumstances.
3. To understand what we do well and how to improve and develop our services in the future. To do this we invite comments from our service users.
4. To comply with our legal obligations.

## **How Do We Store, Use, Share and Disclose Your Personal Information?**

Our company website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to tell you about our services and allows you to communicate with us via our online contact form. Your data may be stored through Wix.com's data storage databases. They store your data on secure servers behind a firewall.

We collect information about you to provide you with the service offered, and/or to provide you with information about our services.

We may email you about other services that we offer if we think these may be of interest to you. However, we will only do this with your consent.

We may send your details to third parties such as those that we engage for accountancy, or legal services. We also use tools supplied by third parties for processing data. In this case we have agreements in place with third parties to protect your data in accordance with data protection laws and policies.

Where third parties are involved in processing your data, we have a contract in place with the third party to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they will only act in accordance with our written instructions.

Where it is necessary for your personal data to be forwarded to a third party, we will use appropriate security measures to protect your personal data in transit. We use password protection and/or encryption to enhance the security of the data during transfer.

During our relationship with you we will retain personal data which is necessary to provide services to you. We will take all reasonable steps to keep your personal data up to date throughout our relationship.

We will retain your data for a period of 6 years from the date of closure of a specific matter, or 3 years from the date of notification of your death, whichever is sooner.

We reserve the right to retain data for longer where we believe it is within our legitimate interests to do so.

The specified data retention periods within this policy are intended to allow a reasonable period of access to the detail of past services provided, should a future issue arise.

## **Your Right to Request Erasure of Your Personal Data**

You have the right to request deletion of your personal data. We will comply with this request, subject to our legitimate interests as noted above.

## **Access to Your Data**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us using the contact details noted at the bottom of the first page of this policy

You may make a subject access request at any time to find out more about the personal data which we hold about you. We are usually required to respond to a subject access request within one month of receipt, (this can be extended by up to two months in the case of complex and/or numerous requests, and in such cases the data subject shall be informed of the need for the extension).

We do not charge a fee for the handling of normal subject access requests. The Company reserves the right to charge reasonable fees for additional copies of information that has already been supplied to a data subject, and for requests that are manifestly unfounded or excessive, particularly where such requests are repetitive.

You also have the following rights in respect of your personal data:

- The right to be informed of the processing;
- The right to rectification;
- The right of erasure;
- The right to restrict processing;
- The right of data portability;
- The right to object to processing;
- The right to understand automated decision making and profiling.

**For further information regarding any of the above rights please contact us.**

## **If You Are Unhappy About the Way in Which we Process Your Data**

Please contact us if you are unhappy about the way in which we process your data.

You also have a right to lodge a complaint with the supervisory authority for data protection at the following address:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

### **Changes to our privacy policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

This privacy policy was last updated on 24 May 2018

### **Further Information**

Please contact us if you require any further information about our Privacy Policy.

Our contact details are at the bottom of the first page on this Privacy Notice.