

Michael Hill Partnership

Privacy Notice

Privacy Statement for the Use of Personal Data

1. Introduction

The matter of your privacy is very important. We would ask that you read this privacy notice and take note of its contents as it contains important information on how and why we collect and store your personal information and its use, your rights in relation to your personal information and how to contact us and the supervisory authorities in the event you have a complaint.

Matters relating to your personal data are regulated under the General Data Protection Regulations (GDPR). This applies across the European Union including the United Kingdom. We are responsible as controllers of the personal data for the purposes of GDPR. Our use of your personal data is subject to your instructions, the GDPR, and other relevant UK and EU legislation, and also our professional duty of confidentiality and professional regulation requirements.

2. Glossary of Terms

We, us, our	Michael Hill Partnership
Personal information	Any information that relates to an identified or an identifiable individual
Sensitive personal information	All information we will collect as detailed below with the addition of information relating to your finances, social and family circumstances
Special category personal information	Personal data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership Genetic and biometric data Data concerning health, sex life or sexual orientation

3. The personal data we collect

The details below set out the personal information we will or may collect from you during the course of dealing with your enquiry, advising and/or acting for you.

3.1 The personal information we will collect

- Your name, address and telephone number
- Information to allow us to check and verify your identity, such as your date of birth and passport details
- Your electronic contact details, such as your email address and mobile phone number
- Information regarding the matter you are seeking our advice or representation on
- Information to allow us to conduct a credit or other financial check on you
- Your financial details as far as they are relevant to the matter you instruct us on, such as the source of your funds if you instruct us on a purchase transaction
- Information about your use of our IT, communication and other systems, and other monitoring information

3.2 The personal information we may collect (depending on the nature of your enquiry)

- Your National Insurance number and tax details
- Your bank and/or building society details
- Details of your spouse or partner, your dependants, or other family members (this may be relevant if you instruct us on a family matter or to prepare a Will)
- Your employment status and information regarding your employment, to include salary, benefits, records regarding sickness, attendance, performance reviews, conduct, grievances and disciplinary matters (this may be relevant if you instruct us on a matter regarding your employment or where your employment information or income may be relevant)
- Details of any pensions you have (this may be relevant if you instruct us regarding your pension or in financial matters following a relationship breakdown)
- Your medical records (this may be relevant if you instruct us in a personal injury claim)
- Your trade union membership (this may be relevant if you instruct us in relation to a discrimination matter or if you are able to obtain funding from your trade union)
- Your ethnic or racial origin, gender, sexual orientation or religious beliefs (this may be relevant if you instruct us in relation to a discrimination claim)

The above personal information is required to enable us to provide our services to you. If you do not provide the personal information we ask for, it may prevent us from providing our services to you or delay matters.

4. How we collect your personal information

Most of this information will be collected directly from you. We may also collection information from the following sources:

- 4.1 Publicly accessible sources, such Companies House or HM Land Registry;
- 4.2 From a third party directly, such as:
 - 4.2.1 HM Home Office Sanctions screening providers;
 - 4.2.2 Credit reference agencies;
 - 4.2.3 Client due diligence providers;
- 4.3 From a third party with your prior consent, such as.:
 - 4.3.1 Your bank or building society, or other financial institution or adviser;
 - 4.3.2 Consultants and other professionals we may instruct regarding your matter;
 - 4.3.3 Your employer and/or trade union, professional body or pension administrators;
 - 4.3.4 Your doctors, medical and occupational health professionals;
- 4.4 Via our information technology (IT) systems, eg.:
 - 4.4.1 Case management, document management and time recording systems;
 - 4.4.2 Door entry systems and reception logs;
 - 4.4.3 Automated monitoring of our websites and other technical systems, such as our computer networks and connections, communications systems and email;
 - 4.4.4 Telephone recording by us.

5. How we use your personal information and why

- 5.1 Under data protection law, we can only use your personal data if we have a proper reason for doing so, such as.:
 - 5.1.1 To comply with our legal and regulatory obligations;
 - 5.1.2 To facilitate the performance of our contract with you, deal with your enquiry or take steps at your request before entering into a contract;
 - 5.1.3 For our legitimate interests or those of a third party; or
 - 5.1.4 Where you have given consent.

5.2 A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

5.3 The information below explains what we use your personal information for and our reasons for doing so:

- To deal with your initial enquiry and provide our legal services to you
To undertake our contract with you or to take steps at your request before entering into a contract with you
- Obtaining and providing information required by or relating to audits, investigations or enquiries by regulatory bodies
To comply with legal and regulatory obligations
- Ensuring the confidentiality of commercially sensitive information
 - *For our legitimate interests or those of a third party, such as to protect our intellectual property and other commercially valuable information*
 - *To comply with legal and regulatory obligations*
- Preventing unauthorised access and modifications to our systems
 - *For our legitimate interests or those of a third party, such as to prevent and detect criminal activity that could be damaging for us and for you*
 - *To comply with legal and regulatory obligations*
- Updating and enhancing our client records
 - *To undertake our contract with you or to take steps at your request before entering into a contract with you*
 - *To comply with legal and regulatory obligations*
 - *For our legitimate interests or those of a third party, such as making sure we can stay in touch with our clients about existing and new services*
- Statutory returns
To comply with legal and regulatory obligations
- Ensuring safe working practices, for staff administration and assessments
 - *To comply with legal and regulatory obligations*
 - *For our legitimate interests or those of a third party, such as to make sure we follow our own internal procedures and work effectively to provide you with the best service*
- Credit reference checks through external credit reference agencies
For our legitimate interests or those of a third party, such as for credit control and to ensure our clients are able to pay for our services

5.4 This information below explains what, in addition to the above, we use your special category personal information for and our reasons for doing so:

- Where its use is necessary to establish, exercise or defence of legal claims
To comply with legal and regulatory obligations and for our legitimate interests in undertaking our contract with you

- Where its use is necessary to protect the interests of the individual or of another person where the individual is physically or legally incapable of giving consent

To comply with legal and regulatory obligations and or our legitimate interests in undertaking our contract with you

6. Promotional communications

- 6.1 At times we may use your personal information to send you updates (by email, text message, telephone or post) about legal developments that might be of interest to you and/or information about our services.
- 6.2 We have a legitimate interest in using your personal information for promotional purposes (see above '*How we use your personal information and why*'). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.
- 6.3 We will always treat your personal information with the utmost respect and never share it with other organisations for marketing purposes unless you have specifically consented to this.
- 6.4 You can opt out of receiving promotional communications at any time by emailing us or writing to us

7. Who we share your personal information with

- 7.1 We will routinely share your personal information with:
- 7.1.1 Professional advisers who we instruct on your behalf or refer you to, such as barristers, medical professionals, accountants, tax advisers or other experts;
 - 7.1.2 Other third parties where necessary to carry out your instructions, such as your mortgage provider or HM Land Registry in the case of a property transaction, or Companies House;
 - 7.1.3 Credit reference agencies;
 - 7.1.4 Our insurers and brokers;
 - 7.1.5 External auditors, such as in relation to accreditations and audit of our accounts;
 - 7.1.6 Our bank.
- 7.2 We only allow our service providers to handle your personal information if we are satisfied they will take appropriate measures to protect your personal information. We also impose contractual obligations on service providers to ensure they can only use your personal information to provide services to us and to you.
- 7.3 We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.
- 7.4 We may also need to share some personal information with other parties, such as potential buyers of some or all of our business or during re-structuring. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations.

8. Where your personal information is held

- 8.1 Information may be held at our offices, third party agencies, service providers, representatives and agents as described above (see '*Who we share your personal information with*').

9. How long your personal information will be kept

- 9.1 We will keep your personal information after we have finished dealing with your enquiry, advising or acting for you. We will do so for one of these reasons:

- 9.1.1 To respond to any questions, complaints or claims made by you or on your behalf;
 - 9.1.2 To show that we treated you fairly;
 - 9.1.3 To keep records required by law.
- 9.2 We will not retain your information for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of information.
- 9.3 When it is no longer necessary to retain your personal information, we will delete or anonymise it.

10. Your rights

You have the following rights, which you can exercise free of charge:

Access	The right to be provided with a copy of your personal information (the right of access)
Rectification	The right to require us to correct any mistakes in your personal information
To be forgotten	The right to require us to delete your personal information – in certain situations
Restriction of processing	The right to require us to restrict processing of your personal information – in certain circumstances, eg. if you contest the accuracy of the information
Data portability	The right to receive the personal information you provided to us, in a structured, commonly used and machine-readable format and/or transmit that information to a third party – in certain situations
To object	The right to object: <ul style="list-style-type: none"> - at any time to your personal information being processed for direct marketing (including profiling); - in certain other situations to our continued processing of your personal information, eg. processing carried out for the purpose of our legitimate interests
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

For further information on each of those rights, including the circumstances in which they apply, please contact us or see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation \(http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulations-gdpr/individual-rights/\)](http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulations-gdpr/individual-rights/).

If you would like to exercise any of those rights, please:

- 10.1 Make a written data subject request
- 10.2 Email, call or write to us and in either case ensuring you:
 - 10.2.1 Let us have enough information to identify you, eg. your full name, address and client or matter reference number;
 - 10.2.2 Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
 - 10.2.3 Let us know what right you want to exercise and the information to which your request relates.

11. Keeping your personal information secure

- 11.1 We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an authorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.
- 11.2 We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

12. How to complain

- 12.1 We hope that we can resolve any query or concern you raise about our use of your information.
- 12.2 The General Data Protection Regulation (<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679?from=EN>) also gives you the right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> (<https://ico.org.uk/concerns/> or telephone: 0303 123 1113).

13. Changes to this privacy notice

- 13.1 This privacy notice was published on 15th May 2018.
- 13.2 We may change this privacy notice from time to time. You should check this policy occasionally to ensure you are aware of the most recent version.

14. How to contact us

- 14.1 Please contact us if you have any questions about this privacy notice or the information we hold about you.
- 14.2 Contact details are as follows:
By email: dpo@michaelhill.co.uk
By letter: Data Protection Officer
Michael Hill Partnership
Top Hat Terrace
119 London Road
Leicester
LE2 0QT
By phone: [0116 2541609](tel:01162541609)

15. Do you need extra help?

If you would like this notice in large print, please contact us.