

PICTONS SOLICITORS LLP PRIVACY POLICY – VISITORS TO OUR WEBSITE

In this Privacy Policy the terms, 'we' or 'us' is Pictons Solicitors LLP.

Your privacy is important to us and we are committed to keeping your information secure and managing it in accordance with our legal responsibilities under applicable data protection laws. We are the “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required to notify you of the information contained in this Privacy Policy.

We are registered with the UK Information Commissioner's Office (ICO) as a data controller under registration number Z5443431.

Please read this Privacy Statement carefully as it contains important information to help you understand how and why we process any personal information that you give to us.

What information we collect

We process personal information which you give to us:

- As a client to provide you with legal services.
- Whilst servicing your account through our website, in writing or over the phone.
- If you request information or assistance from us.

What personal information we process from website visitors

Personal information we process includes personal details such as your date of birth, address, title, gender, company name and address, telephone number, fax number and email address; and information about family and lifestyle, business activities and social circumstances.

Visitors to our website are also able to send an email to us through the website. Their message will contain the user’s screen name, email address and any information which they may choose to include in the message.

Special categories of personal data

We ask that you do not provide special categories of personal data to us. This is more sensitive types of personal information which requires a higher level of protection including, information about race, ethnicity, religious belief, philosophical belief, sexual orientation, political opinions, physical or mental health, genetic data, biometric data, sick or statutory leave, and information about criminal convictions and crime.

If you choose to provide sensitive personal information to us when using our website the act of doing so constitutes your express consent for us to collect and use that information in the ways described in this privacy policy or as described at the point where you choose to disclose this information.

Cookies

Please note that we use “cookies” (including Google Analytics cookies to obtain an overall view of visitor habits and visitor volumes to our Website). You can find more information about our use of cookies on our [Cookies page](#).

How we use your information

We use your personal information for the purpose for which it was provided to us as indicated when it is collected. For example, it is usually collected to:

- Subscribe to updates.
- Enquire about further information.
- Submit curriculum vitae.
- Monitor and enforce compliance with our terms and conditions relating to the use of our website.
- Administer and manage our website.
- Obtain data for website analytics and improvements.

We will process your information in order to meet our contractual obligations to you, where we have a legitimate interest to do so, where we are permitted by law or to comply with applicable laws and regulation.

Unless you ask us to we will not contact you with information about our services, legal news or events. If at any point you have subscribed to our mailing list or any registrations, we will provide guidance on how you may unsubscribe, or you may contact us by email to: info@pictons.co.uk.

Our website does not collect personal data for forwarding to third parties for marketing purposes or mailing in behalf of third parties. If it is necessary to share such information a website visitor would be asked to consent in advance.

How we retain your personal information

We will retain your personal information in accordance with applicable laws and for as long as is necessary for the purpose for which it was collected. We will take reasonable steps to destroy or anonymise personal information we no longer need for the purposes we have set out above.

Information security

We invest appropriate resources to protect your personal information, from loss, misuse, unauthorised access, modification or disclosure. However, no internet-based site can be 100% secure and we cannot be held responsible for unauthorised or unintended access that is beyond our control.

Updates

We will keep this Privacy Policy under review and make updates from time to time. Any minor changes to this Privacy Statement will be posted on this page and we will communicate any major changes to you.

This privacy policy was updated on 23 May 2018.

Your rights

You have the right to request copies of your personal information. If you think any of the personal information we hold about you is inaccurate, you may also request it is corrected or erased. You also have a right, in certain circumstances, to object to our processing of your personal information, to require us to stop or place restrictions on the processing of your personal information and/or to withdraw your agreement to processing based on 'consent', but this does not apply where we have other legal justifications to continue processing your data or an overriding legitimate interest. You can also ask us to transfer your personal information to a third party.

In relation to all of these rights, please write to us at the address below.

Complaints process

If you have a complaint about how we have handled your personal information you may contact us using the details below and we will investigate and respond to your complaint.

You also have the right to complain to the Information Commissioner's Office:

www.ico.org.uk.

Contact us

In writing: Mr J Gardiner, Data Protection Manager, Pictons Solicitors LLP, 5th Floor, Hampton by Hilton, 42-50 Kimpton Road, Luton, Beds, LU2 0FP.

Email: info@pictons.co.uk.

Telephone: 0800 302 9448.