

# Privacy Policy

This Privacy Policy sets out how we, Derbyshire Legal Services Limited, collect, store and use information about you when you use or interact with our websites, [www.lovedays-solicitors.co.uk](http://www.lovedays-solicitors.co.uk), [www.potterco-solicitors.co.uk](http://www.potterco-solicitors.co.uk), [www.amacash-solicitors.co.uk](http://www.amacash-solicitors.co.uk) and [www.brooke-taylors.co.uk](http://www.brooke-taylors.co.uk) (our **websites**) and where we otherwise obtain or collect information about you. This Privacy Policy is effective from 10<sup>th</sup> May 2021.

## Contents

- **Summary**
- **Our details**
- **Information we collect when you visit our websites**
- **Information we collect when you contact us**
- **Information we collect from clients**
- **How we collect or obtain information about you from third parties**
- **Disclosure and additional uses of your information**
- **How long we retain your information**
- **How we secure your information**
- **Transfers of your information outside the United Kingdom**
- **Your rights in relation to your information**
- **Your right to object to the processing of your information for certain purposes**
- **Sensitive Personal Information**
- **Changes to our Privacy Policy**
- **Children's Privacy**
- **California Do Not Track Disclosures**
- **Copyright**

## Summary

This section summarises how we obtain, store and use information about you. It is intended to provide a very general overview only. **It is not complete in and of itself and it must be read in conjunction with the corresponding full sections of this Privacy Policy.**

- **Data controller:** Derbyshire Legal Services Limited
- **How we collect or obtain information about you:**
  - When, you provide it to us (e.g. by contacting us or obtaining a quote for services from us),
  - from your use of our website, using cookies, and
  - occasionally, from third parties.
- **Information we collect:** name, contact details, payment information e.g. bank transfer details, IP address, information from cookies, company name or business name (if applicable), VAT number (if applicable), date of birth or death, national insurance number, passport and driving licence details, utility bill, bank statement and other official documents (for ID checking purposes).

- **How we use your information:** for administrative and business purposes (particularly to contact you and process orders you place for legal services with us), to improve our business and website, to fulfil our contractual obligations, and in connection with our legal rights and obligations.
- **Disclosure of your information to third parties:** only to the extent necessary to run our business, to our service providers, to fulfil any contracts we enter into with you, and where required by law or to enforce our legal rights.
- **Do we sell your information to third parties (other than in the course of a business sale or purchase or similar event):** No
- **How long we retain your information:** for no longer than necessary, taking into account any legal obligations we have (e.g. to maintain records for tax purposes), any other legal basis we have for using your information (e.g. your consent, performance of a contract with you or our legitimate interests as a business) and certain additional factors described in the main section below entitled How long we retain your information. For specific retention periods in relation to certain information which we collect from you, please see the main section below entitled How long we retain your information.
- **How we secure your information:** using appropriate technical and organisational measures such as storing your information on secure servers, encrypting transfers of data to or from our servers using Secure Sockets Layer (SSL) technology and only granting access to your information where necessary.
- **Use of cookies:** we use cookies on our website including essential cookies. For more information, please see our cookies policy here: <https://www.lovedays-solicitors.co.uk/cookies-policy/>
- **Transfers of your information outside the United Kingdom (UK) :** We may transfer your personal data outside of the UK where we are required by law to do so or where it is necessary to do so in connection with a matter we are working on. Where we do so, we will ensure that either appropriate safeguards are in place, that we obtain your explicit consent or that it is necessary to do so to perform a contract which you are party to or which is with a third party but is concluded in your interest. We may also transfer your personal data outside of the UK where our storage and/or backup systems are hosted outside of the UK. However, we ensure that appropriate safeguards are in place obliging our system and storage providers to process your personal data to the standards expected in the UK. Our providers are bound by the same data protection laws as us, meaning that they have the same obligations to keep your data safe.
- **Your rights in relation to your information** to access your information and to receive information about its use
  - to have your information corrected and/or completed
  - to have your information deleted
  - to restrict the use of your information
  - to receive your information in a portable format
  - to object to the use of your information
  - to withdraw your consent to the use of your information
  - to complain to a supervisory authority
- **Sensitive personal information:** we do not knowingly or intentionally collect what is commonly referred to as 'sensitive personal information'. Please do not submit sensitive personal information about you to us. For more information, please see the main section below entitled Sensitive Personal Information.

## Our details

The data controller in respect of our website is Derbyshire Legal Services Limited whose registered office is at Sherwood House, 1 Snitterton Road, Matlock, Derbyshire DE4 3LZ (company registration number 08838592). You can contact the data controller by writing to Derbyshire Legal Services Limited at the above address or sending an email to [law@lovedays-solicitors.co.uk](mailto:law@lovedays-solicitors.co.uk).

The data protection officer for the data controller is Richard Llewelyn Roberts. You can contact the data protection officer by writing to Derbyshire Legal Services Limited, Sherwood House, 1 Snitterton Road, Matlock, Derbyshire DE4 3LZ or sending an email to [law@lovedays-solicitors.co.uk](mailto:law@lovedays-solicitors.co.uk).

If you have any questions about this Privacy Policy, please contact the data controller.

## Information we collect when you visit our website

We collect and use information from website visitors in accordance with this section and the section entitled [Disclosure and additional uses of your information](#).

### Web server log information

We use a third party server to host our website called TSO Host via our Website provider Tor Studio Limited, the privacy policy of which is available here: <https://www.tsohost.com/legal/privacy-policy>. Our website server automatically logs the IP address you use to access our website as well as other information about your visit such as the pages accessed, information requested, the date and time of the request, the source of your access to our website (e.g. the website or URL (link) which referred you to our website), and your browser version and operating system.

Our server is located in the UK.

### Use of website server log information for IT security purposes

We and our third party hosting provider collect and store server logs to ensure network and IT security and so that the server and website remain uncompromised. This includes analysing log files to help identify and prevent unauthorised access to our network, the distribution of malicious code, denial of services attacks and other cyber attacks, by detecting unusual or suspicious activity.

Unless we are investigating suspicious or potential criminal activity, we do not make, nor do we allow our hosting provider to make, any attempt to identify you from the information collected via server logs.

**Legal basis for processing:** compliance with a legal obligation to which we are subject (Article 6(1)(c) of the UK General Data Protection Regulation).

**Legal obligation:** we have a legal obligation to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk of our processing of information about individuals.

Recording access to our website using server log files is such a measure.

**Legal basis for processing:** our and legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interests:** we have a legitimate interest in using your information for the purposes of ensuring network and information security.

## Cookies

We use cookies on our websites, including essential, cookies. For further information on how we use cookies, please see our cookies policy which is available here: <https://www.lovedays-solicitors.co.uk/cookies-policy/>

You can reject some or all of the cookies we use on or via our website by changing your browser settings, but doing so can impair your ability to use our website or some or all of its features. For further information about cookies, including how to change your browser settings, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org) or see our cookies policy.

## Information we collect when you contact us

We collect and use information from individuals who contact us in accordance with this section and the section entitled Disclosure and additional uses of your information.

### Email

When you send an email to the email address displayed on our website we collect your email address and any other information you provide in that email (such as your name, telephone number and the information contained in any signature block in your email).

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).  
**Legitimate interest(s):** responding to enquiries and messages we receive and keeping records of correspondence.

**Legal basis for processing:** necessary to perform a contract or to take steps at your request to enter into a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** where your message relates to us providing you with goods or services or taking steps at your request prior to providing you with our goods and services (for example, providing you with information about such goods and services), we will process your information in order to do so).

### Transfer and storage of your information

We use a third party email provider to store emails you send us. Our third party email provider is Giacom. Their privacy policy is available here: <https://cloudmarket.com/privacy-policy/>.

Emails you send us will be stored on our third party email provider's servers in the UK.

### Contact form

When you contact us using our contact form, we collect your name, email address, phone number and IP address. We also collect any other information you choose to provide to us when you complete the contact form.

If you do not provide the mandatory information required by our contact form, you will not be able to submit the contact form and we will not receive your enquiry.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest(s):** responding to enquiries and messages we receive and keeping records of correspondence.

**Legal basis for processing:** necessary to perform a contract or to take steps at your request to enter into a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** where your message relates to us providing you with services or taking steps at your request prior to providing you services (for example, providing you with information about such services), we will process your information in order to do so).

#### Transfer and storage of your information

Messages you send us via our contact form will be stored within the United Kingdom on our third party email provider's servers in the UK. Our third party email provider is Giacom the details of which are referred to in the section entitled 'Email' immediately above.

### **Phone**

When you contact us by phone, we collect your phone number and any information provide to us during your conversation with us.

We do not record phone calls.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation)

**Legitimate interest(s):** responding to enquiries and messages we receive and keeping records of correspondence.

**Legal basis for processing:** necessary to perform a contract or to take steps at your request to enter into a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** where your message relates to us providing you with goods or services or taking steps at your request prior to providing you with our goods and services (for example, providing you with information about such goods and services), we will process your information in order to do so).

#### Transfer and storage of your information

Information about your call, such as your phone number and the date and time of your call, is processed by our third party telephone service providers Lily Comms Limited and Vodafone Limited. Their privacy policies are available via the following links: [www.lilycomms.co.uk/privacy-policy/](http://www.lilycomms.co.uk/privacy-policy/) and [www.vodafone.co.uk/about-this-site/our-privacy-policy/](http://www.vodafone.co.uk/about-this-site/our-privacy-policy/)

### **Post**

If you contact us by post, we will collect any information you provide to us in any postal communications you send us.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest(s):** responding to enquiries and messages we receive and keeping records of correspondence.

**Legal basis for processing:** necessary to perform a contract or to take steps at your request to enter into a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** where your message relates to us providing you with goods or services or taking steps at your request prior to providing you with our goods and services (for example, providing you with information about such goods and services), we will process your information in order to do so).

## Information we collect from clients

We collect and use the following information if you become a client.

### Information collected

#### Mandatory information

We collect your name, email address, address, company name (if applicable), and VAT number (if applicable), business and payment information.

If you do not provide this information, we will not be able to take you on as a client.

**Legal basis for processing:** necessary to perform a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** we need the mandatory information collected by our checkout form to establish who the contract is with and to contact you to fulfil our obligations under the contract, including sending you receipts and order confirmations.

**Legal basis for processing:** compliance with a legal obligation (Article 6(1)(c) of the UK General Data Protection Regulation).

**Legal obligation:** we have a legal obligation to issue you with an invoice for the goods and services you purchased from us where you are VAT registered and we require the mandatory information collected by our checkout form for this purpose. We also have a legal obligation to keep accounting records, including records of transactions.

#### ID checks

In certain circumstances, for example where we are not able to meet you in person, we are required by law to verify your identity. To do this we will require certain documents such as your driving licence, passport, utility bill, bank statement or other official documents.

If you do not provide this information where required, we will not be able to take you on as a client or may need to cease acting for you if you are an existing client.

**Legal basis for processing:** compliance with a legal obligation (Article 6(1)(c) of the UK General Data Protection Regulation).

**Legal obligation:** we have a legal obligation to conduct anti-money laundering and ID checks in certain circumstances including under The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (as amended).

## Our services

You can opt in to receiving marketing communications from us in relation to our goods and services by email, text message, phone, and/or post by ticking a box indicating that you would like to receive such communications.

We will send you marketing communications in relation to our goods and services only if you opt-in to receive them.

**Legal basis for processing:** consent (Article 6(1)(a) of the UK General Data Protection Regulation). **Consent:** you give your consent to us sending you information about our goods and services by signing up to receive such information in accordance with the steps described above.

## Information collected or obtained from third parties

This section sets out how we obtain or collect information about you from third parties.

### Information received from third parties

We may receive information about you from third parties. The third parties from which we receive information about you will generally include estate agents.

It is also possible that third parties with whom we have had no prior contact may provide us with information about you.

Information we obtain from third parties will generally be your name and contact details but will include any additional information about you which they provide to us.

**Legal basis for processing:** necessary to perform a contract or to take steps at your request to enter into a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** where a third party has passed on information about you to us (such as your name and email address) in order for us to provide services to you, we will process your information in order to take steps at your request to enter into a contract with you and perform a contract with you (as the case may be).

**Legal basis for processing:** consent (Article 6(1)(a) of the UK General Data Protection Regulation). **Consent:** where you have asked that a third party to share information about you with us and the purpose of sharing that information is not related to the performance of a contract or services by us to you, we will process your information on the basis of your consent, which you give by asking the third party in question to pass on your information to us.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interests:** where a third party has shared information about you with us and you have not consented to the sharing of that information, we will have a legitimate interest in processing that information in certain circumstances.

For example, we would have a legitimate interest in processing your information to perform our obligations under a sub-contract with the third party, where the third party has the main contract with you. Our legitimate interest is the performance of our obligations under our sub-contract.

Similarly, third parties may pass on information about you to us if you have infringed or potentially infringed any of our legal rights. In this case, we will have a legitimate interest in processing that information to investigate and pursue any such potential infringement.

## Where we receive information about you in error

If we receive information about you from a third party in error and/or we do not have a legal basis for processing that information, we will delete your information.

## Information obtained by us from third parties

In certain circumstances (for example, to verify the information we hold about you or obtain missing information we require to provide you with a service) we will obtain information about you from certain publicly accessible sources, both EU and non-EU, such as the Land Registry, Companies House, the electoral register, online customer databases, business directories, media publications, social media and websites.

**Legal basis for processing:** necessary to perform a contract or to take steps at your request to enter into a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** where you have entered into a contract or requested that we enter into a contract with you, in certain circumstances, we will obtain information about you from public sources in order to enable us to understand your business and provide services to you or services to a sufficient standard.

For example, we would obtain and/or verify your email address from your website or from a directory where you ask us to send you information by email but we do not possess the information or we need to confirm that we have recorded your email address correctly.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interests:** in certain circumstances, we will have a legitimate interest in obtaining information about you from public and private sources. For example, if you have infringed or we suspect that you have infringed any of our legal rights, we will have a legitimate interest in obtaining and processing information about you from such sources in order to investigate and pursue any suspected or potential infringement.

## Disclosure and additional uses of your information

This section sets out the circumstances in which will disclose information about you to third parties and any additional purposes for which we use your information.

### Disclosure of your information to service providers

We use a number of third parties to provide us with services which are necessary to run our business or to assist us with running our business and which process your information for us on our behalf. These include the following:

- Telephone provider(s), including Lily Comms and Vodafone. Their privacy policies are available here: [www.lilycomms.co.uk/privacy-policy/](http://www.lilycomms.co.uk/privacy-policy/) and [www.vodafone.co.uk/about-this-site/ourprivacy-policy/](http://www.vodafone.co.uk/about-this-site/ourprivacy-policy/)
- Email provider(s), including Giacom. Their privacy policy is available here: <https://cloudmarket.com/privacy-policy/>
- IT service provider(s), including Dukeries IT. Their privacy policy is available here: <http://www.dukeries-it.com/>
- Web developer(s), including Tor Studio. Their privacy policy is available here: <http://www.torstudio.co.uk/>
- Hosting provider(s), including 123 Domain. Their privacy policy is available here: <https://www.123-reg.co.uk/terms/privacy.shtml>



- Digital Dictation and outsourcing of Dictation, including Dictatenow Limited. Their Privacy Policy is available here: <http://www.dictatenow.net>
- Online conveyancing quotations using Perfect Portal UK Limited. Their Privacy Policy is available here: <https://www.perfectportal.co.uk>
- Internal intranet service using Workplace/Facebook. Their Privacy Policy is available here: [https://work.facebook.com/work/legal/Workplace\\_Standard\\_Privacy/?show\\_chrome=false](https://work.facebook.com/work/legal/Workplace_Standard_Privacy/?show_chrome=false)

Our third party service providers are located in the United Kingdom.

Your information will be shared with these service providers where necessary to provide you with the service you have requested, whether that is accessing our website or ordering goods and services from us.

We do not display the identities of all of our service providers publicly by name for security and competitive reasons. If you would like further information about the identities of our service providers, however, please contact us directly via our contact form or by email and we will provide you with such information where you have a legitimate reason for requesting it (where we have shared your information with such service providers, for example).

**Legal basis for processing:** legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest relied on:** where we share your information with these third parties in a context other than where is necessary to perform a contract (or take steps at your request to do so), we will share your information with such third parties in order to allow us to run and manage our business efficiently.

**Legal basis for processing:** necessary to perform a contract and/or to take steps at your request prior to entering into a contract (Article 6(1)(b) of the UK General Data Protection Regulation). **Reason why necessary to perform a contract:** we may need to share information with our service providers to enable us to perform our obligations under that contract or to take the steps you have requested before we enter into a contract with you.

## Disclosure of your information to other third parties

We disclose your information to other third parties in specific circumstances, as set out below.

Sharing your information with third parties, which are either related to or associated with the running of our business, where it is necessary for us to do so. These third parties include our accountants, advisors, independent contractors and insurers. Further information on each of these third parties is set out below.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest:** running and managing our business efficiently.

### Accountants

We share information with our accountants for tax purposes. For example, we share invoices we issue and receive with our accountants for the purpose of completing tax returns and our end of year accounts.

Our accountants are Sibbalds Accountants. Their privacy policy is available here: [www.sibbald.co.uk/cookies-privacy/](http://www.sibbald.co.uk/cookies-privacy/). Our accountants are located in Derby, United Kingdom.

### Advisors

Occasionally, we obtain advice from advisors, such as consultants and barristers. We will share your information with these third parties only where it is necessary to enable these third parties to be able to provide us with the relevant advice.

Our advisors will generally be located in the UK but occasionally may be located in other countries .

### Insurers

We will share your information with our insurers where it is necessary to do so, for example in relation to a claim or potential claim we receive or make or under our general disclosure obligations under our insurance contract with them.

Our insurers are located in the UK.

### Bank

We will share your information with our bank where it is necessary to do so, for example in relation to holding your funds securely using their banking system.

Our Bank is Lloyds Bank Plc. Our Bank's privacy policy is located at [www.lloydsbankinggroup.com/privacy/](http://www.lloydsbankinggroup.com/privacy/)

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest:** running and managing our business effectively.

**Legal basis for processing:** necessary to perform a contract or to take steps at your request prior to entering into a contract (Article 6(1)(b) of the UK General Data Protection Regulation).

**Reason why necessary to perform a contract:** we need to share your information with other companies in order to be able to meet our contractual obligations to you or to take steps at your request prior to entering a contract, for example because of the services or information you have requested.

We do not display the identities of all of the other third parties we may share information with by name for security and competitive reasons. If you would like further information about the identities of such third parties, however, please contact us directly via our contact form or by email and we will provide you with such information where you have a legitimate reason for requesting it (where we have shared your information with such third parties, for example).

We will share your information with a prospective or actual purchaser or seller in the context of a business or asset sale or acquisition by us, a merger or similar business combination event, whether actual or potential.

**Legal basis for processing:** legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest(s):** sharing your information with a prospective purchaser, seller or similar person in order to allow such a transaction to take place.

## **Disclosure and use of your information for legal reasons**

### Indicating possible criminal acts or threats to public security to a competent authority

If we suspect that criminal or potential criminal conduct has been occurred, we will in certain circumstances need to contact an appropriate authority, such as the police. This could be the case, for instance, if we suspect that we fraud or a cyber crime has been committed or if we receive threats or malicious communications towards us or third parties.

We will generally only need to process your information for this purpose if you were involved or affected by such an incident in some way.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interests:** preventing crime or suspected criminal activity (such as fraud).

#### In connection with the enforcement or potential enforcement our legal rights

We will use your information in connection with the enforcement or potential enforcement of our legal rights, including, for example, sharing information with debt collection agencies if you do not pay amounts owed to us when you are contractually obliged to do so. Our legal rights may be contractual (where we have entered into a contract with you) or non-contractual (such as legal rights that we have under copyright law or tort law).

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest:** enforcing our legal rights and taking steps to enforce our legal rights.

#### In connection with a legal or potential legal dispute or proceedings

We may need to use your information if we are involved in a dispute with you or a third party for example, either to resolve the dispute or as part of any mediation, arbitration or court resolution or similar process.

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest(s):** resolving disputes and potential disputes.

#### For ongoing compliance with laws, regulations and other legal requirements

We will use and process your information in order to comply with legal obligations to which we are subject. For example, we may need to disclose your information pursuant to a court order or subpoena if we receive one or to the National Crime Agency in connection with suspected or potential money laundering matters.

**Legal basis for processing:** compliance with a legal obligation (Article 6(1)(c) of the UK General Data Protection Regulation).

**Legal obligation(s):** legal obligations to disclose information which are part of the laws of England and Wales or if they have been integrated into the United Kingdom's legal framework (for example in the form of an international agreement which the United Kingdom has signed).

**Legal basis for processing:** our legitimate interests (Article 6(1)(f) of the UK General Data Protection Regulation).

**Legitimate interest:** where the legal obligations are part of the laws of another country and have not been integrated into the United Kingdom's legal framework, we have a legitimate interest in complying with these obligations.

## How long we retain your information

This section sets out how long we retain your information. We have set out specific retention periods where possible. Where that has not been possible, we have set out the criteria we use to determine the retention period.

## Retention periods

Server log information: we retain information on our server logs in accordance with our Data Retention Policy, a copy of which can be obtained by email request from our offices.

Correspondence and enquiries: when you make an enquiry or correspond with us for any reason, whether by email or via our contact form, we will retain your information for as long as it takes to respond to and resolve your enquiry, and for 3 further month(s), after which point we will delete your information.

Client information: we retain information about clients for a minimum period of seven years after you have ceased to be a client in accordance with the maximum period which a claim could be issued in respect of tort under the Limitation Act 1980.

We may retain certain documents (such as wills and powers of attorney) for longer periods of time depending on the nature of the matter in question, including probate matters, and certain other documents for indefinite periods of time (such as wills).

For more detailed information on how long we retain certain information, please send us an email requesting our Data Retention Policy and we can provide you with a copy.

## Criteria for determining retention periods

In any other circumstances, we will retain your information for no longer than necessary, taking into account the following:

- the purpose(s) and use of your information both now and in the future (such as whether it is necessary to continue to store that information in order to continue to perform our obligations under a contract with you or to contact you in the future);
- whether we have any legal obligation to continue to process your information (such as any record-keeping obligations imposed by relevant law or regulation);
- whether we have any legal basis to continue to process your information (such as your consent);
- how valuable your information is (both now and in the future);
- any relevant agreed industry practices on how long information should be retained;
- the levels of risk, cost and liability involved with us continuing to hold the information;
- how hard it is to ensure that the information can be kept up to date and accurate; and
- any relevant surrounding circumstances (such as the nature and status of our relationship with you).

## How we secure your information

We take appropriate technical and organisational measures to secure your information and to protect it against unauthorised or unlawful use and accidental loss or destruction, including:

- only sharing and providing access to your information to the minimum extent necessary, subject to confidentiality restrictions where appropriate, and on an anonymised basis wherever possible;
- using secure servers to store your information;
- verifying the identity of any individual who requests access to information prior to granting them access to information; and
- using Secure Sockets Layer (SSL) software to encrypt any information you submit to us via any forms on our websites.

## Transmission of information to us by email

Transmission of information over the internet is not entirely secure, and if you submit any information to us over the internet (whether by email, via our website or any other means), you do so entirely at your own risk.

We cannot be responsible for any costs, expenses, loss of profits, harm to reputation, damages, liabilities or any other form of loss or damage suffered by you as a result of your decision to transmit information to us by such means.

## Transfers of your information outside of the United Kingdom (UK)

Other than to comply with any legal obligations to which we are subject (compliance with a court order, for example), we do not generally intend to transfer your information outside of the UK or to an international organisation. In the unlikely event that we are required to transfer your information outside of the UK (or to an international organisation) for such a purpose, we will ensure appropriate safeguards and protections are in place.

In certain circumstances, however (for example because of the nature of the matters we are working on for you), it may be necessary to transfer your information outside of the UK. In such circumstances, we will transfer your information outside of the UK only if:

- we have put appropriate safeguards in place;
- you have explicitly consented to the transfer pursuant to Article 49(1)(a) of the UK General Data Protection Regulation;
- the transfer is necessary to perform a contract between you and us or to take certain measures prior to entering into a contract with you at your request pursuant to Article 49(1)(b) of the UK General Data Protection Regulation; or
- to conclude or perform a contract between us and a third party which is in your interest pursuant to Article 49(1)(c) of the UK General Data Protection Regulation.

We may also transfer your personal data outside of the UK where our storage and/or backup systems are hosted outside of the UK. However, we ensure that appropriate safeguards are in place obliging our system and storage providers to process your personal data to the standards expected in the UK. Our providers are bound by the same data protection laws as us, meaning that they have the same obligations to keep your data safe.

## Your rights in relation to your information

Subject to certain limitations on certain rights, you have the following rights in relation to your information, which you can exercise by writing to Derbyshire Legal Services Limited, Sherwood House, 1 Snitterton Road, Matlock, Derbyshire DE4 3LZ or sending an email to [law@lovedays-solicitors.co.uk](mailto:law@lovedays-solicitors.co.uk):

- **to request access to your information** and information related to our use and processing of your information;
- **to request the correction or deletion** of your information;
- **to request that we restrict our use** of your information;
- **to receive information which you have provided to us in a structured, commonly used and machine-readable format** (e.g. a CSV file) and the right to have that information transferred to another data controller (including a third party data controller);

- **to object to the processing of your information for certain purposes** (for further information, see the section below entitled Your right to object to the processing of your information for certain purposes); and
- **to withdraw your consent to our use of your information** at any time where we rely on your consent to use or process that information. Please note that if you withdraw your consent, this will not affect the lawfulness of our use and processing of your information on the basis of your consent before the point in time when you withdraw your consent.

In accordance with Article 77 of the UK General Data Protection Regulation, you also have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work or of an alleged infringement of the UK General Data Protection Regulation.

For the purposes of the UK, the supervisory authority is the Information Commissioner's Office (ICO), the contact details of which are available here: <https://ico.org.uk/global/contact-us/>

#### Further information on your rights in relation to your personal data as an individual

The above rights are provided in summary form only and certain limitations apply to many of these rights. For further information about your rights in relation to your information, including any limitations which apply, please visit the following pages on the ICO's website:

- <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulationgdpr/individual-rights/>; and
- <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

You can also find out further information about your rights, as well as information on any limitations which apply to those rights, by reading the underlying legislation contained in Articles 12 to 22 and 34 of the UK General Data Protection Regulation, which is available here: <https://www.legislation.gov.uk/eur/2016/679/contents>

#### Verifying your identity where you request access to your information

Where you request access to your information, we are required by law to use all reasonable measures to verify your identity before doing so.

These measures are designed to protect your information and to reduce the risk of identity fraud, identity theft or general unauthorised access to your information.

#### *How we verify your identity*

Where we possess appropriate information about you on file, we will attempt to verify your identity using that information.

If it is not possible to identify you from such information, or if we have insufficient information about you, we may require original or certified copies of certain documentation in order to be able to verify your identity before we are able to provide you with access to your information.

We will be able to confirm the precise information we require to verify your identity in your specific circumstances if and when you make such a request.

## Your right to object to the processing of your information for certain purposes

You have the following rights in relation to your information, which you may exercise in the same way as you may exercise by writing to Derbyshire Legal Services Limited, Sherwood House, 1 Snitterton Road, Matlock, Derbyshire DE4 3LZ or sending an email to [law@lovedays-solicitors.co.uk](mailto:law@lovedays-solicitors.co.uk):

- to object to us using or processing your information where we use or process it in order to **carry out a task in the public interest or for our legitimate interests**, including 'profiling' (i.e. analysing or predicting your behaviour based on your information) based on any of these purposes; and
- to object to us using or processing your information for **direct marketing purposes** (including any profiling we engage in that is related to such direct marketing).

You may also exercise your right to object to us using or processing your information for direct marketing purposes by:

- **clicking the unsubscribe link** contained at the bottom of any marketing email we send to you and following the instructions which appear in your browser following your clicking on that link;
- **sending an SMS message** containing only the words "OPT OUT" in reply to any marketing communication we send by text message; or
- **sending an email** to [law@lovedays-solicitors.co.uk](mailto:law@lovedays-solicitors.co.uk), asking that we stop sending you marketing communications or by including the words "OPT OUT".

For more information on how to object to our use of information collected from cookies and similar technologies, please see the section entitled [How to accept or reject cookies](#) in our cookies policy, which is available here: <https://www.lovedays-solicitors.co.uk/cookies-policy/>

## Sensitive Personal Information

'Sensitive personal information' is information about an individual that reveals their racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic information, biometric information for the purpose of uniquely identifying an individual, information concerning health or information concerning a natural person's sex life or sexual orientation.

We do not knowingly or intentionally collect sensitive personal information from individuals, and you must not submit sensitive personal information to us.

If, however, you inadvertently or intentionally transmit sensitive personal information to us, you will be considered to have explicitly consented to us processing that sensitive personal information under Article 9(2)(a) of the UK General Data Protection Regulation. We will use and process your sensitive personal information for the purposes of deleting it.

## Changes to our Privacy Policy

We update and amend our Privacy Policy from time to time.

[Minor changes to our Privacy Policy](#)

Where we make minor changes to our Privacy Policy, we will update our Privacy Policy with a new effective date stated at the beginning of it. Our processing of your information will be governed by the practices set out in that new version of the Privacy Policy from its effective date onwards.

#### Major changes to our Privacy Policy or the purposes for which we process your information

Where we make major changes to our Privacy Policy or intend to use your information for a new purpose or a different purpose than the purposes for which we originally collected it, we will notify you by email (where possible) or by posting a notice on our website.

We will provide you with the information about the change in question and the purpose and any other relevant information before we use your information for that new purpose.

Wherever required, we will obtain your prior consent before using your information for a purpose that is different from the purposes for which we originally collected it.

## **Children's Privacy**

Because we care about the safety and privacy of children online, we comply with the Children's Online Privacy Protection Act of 1998 (COPPA). COPPA and its accompanying regulations protect the privacy of children using the internet. We do not knowingly contact or collect information from persons under the age of 18. The website is not intended to solicit information of any kind from persons under the age of 18.

It is possible that we could receive information pertaining to persons under the age of 18 by the fraud or deception of a third party. If we are notified of this, as soon as we verify the information, we will, where required by law to do so, immediately obtain the appropriate parental consent to use that information or, if we are unable to obtain such parental consent, we will delete the information from our servers. If you would like to notify us of our receipt of information about persons under the age of 18, please do so by sending an email to [law@lovedays-solicitors.co.uk](mailto:law@lovedays-solicitors.co.uk).

## **California Do Not Track Disclosures**

"Do Not Track" is a privacy preference that users can set in their web browsers. When a user turns on a Do Not Track signal in their browser, the browser sends a message to websites requesting that they do not track the user. For information about Do Not Track, please visit [www.allaboutdnt.org](http://www.allaboutdnt.org)

We do not use tracking technologies on our website and therefore do not respond to Do Not Track browser settings at this time.

## **Copyright**

The copyright in this Privacy Policy is either owned by, or licensed to, us and is protected by copyright laws around the world and copyright protection software. All intellectual property rights in this document are reserved.