

# M-R Solicitors LLP

## Data Protection Policy

*Version:1 Date:23/05/18 Developed By: Operations Manager*

*Approved in: Senior Management Team Meeting- May 2018*





## M-R Solicitors LLP

### Data Protection Policy

M-R Solicitors LLP understands the importance of protecting personal information and is committed to fostering a culture of transparency and accountability by demonstrating compliance with the principles set out in the current legislation. This policy explains how we use the personal data our users provide in compliance with UK data protection law and the General Data Protection Regulation EU 2016/679 (GDPR).

For the purposes of the GDPR, M-R Solicitors LLP is the 'controller' of the personal data you provide to us. We need to collect and process personal data about the people (including clients and employees) we interact with to carry out our business effectively.

#### **Scope**

This policy applies to all personal data and special category personal data collected and processed by M-R Solicitors LLP in the conduct of its business.

#### **Personal data definitions**

*Personal data is defined in the GDPR:*

Personal data means any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his physical, physiological, mental, economic, cultural or social identity.

Special categories of personal data relate to racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

## Data protection principles

GDPR outlines six principles which underpin the handling of personal data. To ensure compliance with the Regulation, *M-R Solicitors LLP* must ensure that personal data is:

*(1) Processed lawfully, fairly and in a transparent manner (lawfulness, fairness and transparency).*

In practice this means:

- Having a legitimate ground for collecting and using personal data.
- Not using personal data in a way that would have an adverse effect on the individual concerned.
- Being transparent about how you intend to use personal data and provide privacy notices where appropriate.
- Handling personal data in a way that the individual would reasonable expect.
- Ensuring that you do nothing unlawful with personal data.

*(2) Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes (purpose limitation).*

In practice this means:

- Being clear about why you are collecting personal data and what you will do with it.
- Providing privacy notices when collecting personal data.
- Ensuring that any additional processing of personal data is fair and only with explicit consent.

*(3) Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed (data minimisation).*

In practice this means:

- Only processing the personal data that is necessary.

*(4) Accurate and, where necessary, kept up to date (accurate).*

In practice this means:

- Taking reasonable steps to ensure the accuracy of any personal data held.
- Ensuring that the source of the personal data is clear.
- Carefully considering any challenges to the accuracy of personal data.
- Considering whether it is necessary to update the information.

*(5) Not kept for longer than is necessary for the purpose (storage limitation).*

In practice this means:

- Reviewing the length of time you keep personal data for.
- Considering the purpose you hold the personal data for in deciding whether, and how long, you retain it.
- Securely deleting information that is no longer needed.

*(6) Processed in a manner that ensures the security of data using appropriate technical and organisational measures against unauthorised or unlawful processing, loss, damage or destruction (integrity and confidentiality).*

In practice this means:

- Designing and organising security to fit the nature of the personal data held and the harm that may result from the breach.
- Ensuring that the right physical and security measures are in place, backed by robust policies and procedures and reliable, well-trained employees.
- Reporting security breaches promptly so that they can be reported to the Information Commissioner's Office within the required 72 hours timescale.

M-R Solicitors LLP, as the data controller, is responsible for and able to demonstrate compliance with these principles.

## Who do we process personal data about?

As a data controller, we process personal data about our clients, potential clients, our staff members, including any business partner contacts and consultants.

## Why do we need to process personal data?

- We only process personal data where this is necessary for the purposes of fulfilling a service we have been contracted to provide
- Managing our records
- If required by law, including responding to law enforcement authorities and competent bodies to prevent or detect crime, fraud and money laundering

## Uses of your Personal Information

*M-R Solicitors LLP uses personal information to:*

- to process client applications (of all types), conveyancing transactions, workforce CPD training plans and contracts
- for the firm's own internal records so that it can provide all concerned with a high quality service
- to contact individuals in response to a specific enquiry
- to customise the firm's services so they work better for individuals
- At no time will the firm assume permission to use information that is provided for anything other than the reasons stated here.

## The categories of the information that the firm collects, holds and shares includes, but is not limited to:

- Personal information (such as name, passport number, driving license number, address, date of birth, national insurance number)
- Copies of passports and other IDs
- Client Photographs for case processing
- Contact information (which may include phone number, email and postal address)
- Immigration History (including immigration status, date of entry and number of absences from UK)
- Characteristics (such as gender, age, ethnicity, nationality, country of birth)
- Financial information (bank details, bank statements, employment / self-employment details)
- Information about personal preferences and interests, especially in dealing with family law matters
- Company information (financial, staff, professional development records)

- Staff contract information (start dates, hours worked, post, roles and salary information, annual leave entitlement, employment history and professional development).

### Special category (sensitive) personal data

M-R Solicitors LLP may collect and process special category data, only where necessary. The special category data we use is limited to:

- Evidence of physical or mental health or condition is required in some legal cases.
- We may collect and process information such as race, religion and ethnicity where we are legally required to report on statistics relating to equal opportunities, discrimination and diversity.
- Criminal History of applicants, as this is the requirement of majority of the applications we process.

### Sharing Personal Information

M-R Solicitors LLP does not sell, rent or lease its stakeholders' data to any third parties.

We may share data with trusted partners including:

The Law Society, Solicitors Regulation Authority (SRA), Home Office, HM Courts and Tribunals Service (HMCTS), Asylum and Immigration Tribunal, Ministry of Justice, Citizens Advice, Bank Conveyancing Lending Panels, Companies House, HMRC, Local authorities, The Pension Service, Police, Social Care department, DVLA, NHS.

### Accessing Your Own Personal Information

Individuals have the right to ask for a copy of any of their personal information held by M-R Solicitors LLP. They can make a 'subject access request' under the GDPR Data Protection Act 2018.

The easiest way to make a request is to complete the Subject Access Request Form which can be found on our website at <http://www.m-rsolicitors.co.uk/>. A hard copy of this form is available on request from our office. Alternatively, a request can be made directly to the firm at [info@m-rsolicitors.co.uk](mailto:info@m-rsolicitors.co.uk).

## Requests to delete personal data

One of the key principles which underpins the GDPR is the right of an individual to request the deletion or removal of personal data where there is no compelling reason for its continued processing. This is also known as the right to be forgotten.

To make a request please contact college on [info@m-rsolicitors.co.uk](mailto:info@m-rsolicitors.co.uk)

Any requests from individuals to:

- have inaccurate personal data rectified (right to rectification),
- restrict or suppress of their personal data (right to restrict processing),
- obtain and reuse their personal data for their own purposes across different services (right to data portability),
- object to how their personal data is used, should be made directly by e-mailing [info@m-rsolicitors.co.uk](mailto:info@m-rsolicitors.co.uk)

## Complaints or Queries

If there are any questions about M-R Solicitor's collection and use of personal data, please contact us at [info@m-rsolicitors.co.uk](mailto:info@m-rsolicitors.co.uk).

If you have a concern about the way we have handled or are handling your personal information, or you wish to make a complaint because we have not complied with our obligations, you can make a complaint to the Information Commissioners Office (ICO). You should raise your concerns with within three months of your last meaningful contact with the College. Details of how to do this are on the Information Commissioners Office website: <https://ico.org.uk/concerns/handling>

*By post:* If your supporting evidence is in hard copy, you can print out the form and post it to the ICO (with your supporting evidence) to:

Customer Contact,

Information Commissioner's Office,

Wycliffe House,

Water Lane,

Wilmslow, SK9 5AF.



**M-R Solicitors LLP**  
**Subject Access Request Form**

The following information is needed to help us give a quick and accurate response to your enquiry. Please complete the information below and return it to the Data Protection Contact (contact details are provided below).

**Part A. Please enter your details**

Title:	
Surname:	
Forename(s):	
Address:	
Telephone number:	
Email address:	
Other name by which you have been known, if applicable:	
Relationship to the Firm:	

M-R Solicitors LLP  
140 High Road,  
London.  
E18 2QS

**e-mail:** [info@m-rsolicitors.co.uk](mailto:info@m-rsolicitors.co.uk)

**Part B. Declaration**

Please provide a description of your request, and any further information which will enable us to locate your personal data (continue overleaf if necessary).

I am the Data Subject named in Part A of this document, and hereby request, under the provisions of General Data Protection Regulation EU 2016/679 (GDPR), that M-R Solicitors LLP provides me with copies of my personal data as described in Part A.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Part C. Proof of identity**

The Data Protection Act requires us to satisfy itself as to the identity of the person making the request. Please send a scanned copy of one form of identification containing a photograph (e.g. passport, photo card, driving licence) to us. If the supply of this documentation is problematic please contact us to consider alternative proof of identity arrangements. If M-R Solicitors LLP is unable to satisfy itself as to your identity from the documentation you send us, we will contact you as soon as possible.