

## Privacy Policy

### 1. Introduction

The legal services that Rainscourt Law LLP provides are regulated and authorised by the Solicitors Regulation Authority. Rainscourt Law LLP is registered with the Information Commissioner's Office with registration reference: ZA035457. This policy (together with our terms of business) sets out the basis on which any personal data we collect from you, or that you provide to us, whether via our website or otherwise, will be processed by us.

### 2. Information we collect from you

We will collect and process the following data about you:

i) Information you give us.

This is information about you that you give us by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, position, company, contact details (such as address, e-mail address and phone number), your financial information, details about your family, children, assets and details about your current and previous relationships. Where you are our client, for certain types of legal matters occasionally you may give us certain special categories of personal data. This includes information about your health, your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, your sex life or sexual orientation. You may give us information about criminal convictions or offences.

ii) Information we collect about you.

With regard to each of your visits to our website we may automatically collect the following information:

- (1) technical information, including the Internet protocol (IP) address used to connect your computer to the Internet;
- (2) information about your visit, including length of visits to certain pages and page interaction information.

iii) Information we receive from other sources.



Rainscourt Family Law Solicitors is a trading style of Rainscourt Law LLP, partnership no. OC386569, which is authorised and regulated by the Solicitors Regulation Authority with SRA number 599019

This is information we receive about you from other sources. For example, we may obtain your name, address, telephone number or email address from publicly available information such as on the internet. Where we work with third parties (including, for example, barristers, accountants, medical experts) we may receive personal information about you from them.

### **3. How we use your personal data**

We will only use your personal data if we have a proper reason for doing so, e.g.

- i) to comply with our legal and regulatory obligations;
- ii) for the performance of our contract with you or to take steps at your request before entering into a contract;
- iii) for our legitimate interests or those of a third party; or
- iv) where you have freely given specific and informed consent.

A legitimate interest is when we have a business or commercial reason to use your information.

### **4. Who we share your data with**

We routinely share personal data with:

- i. professional advisers who we instruct on your behalf or refer you to, e.g. barristers, medical professionals, accountants, tax advisers or other experts;
- ii. other third parties where necessary to carry out your instructions e.g. HM Land Registry or the Courts Service;
- iii. our insurers and brokers;
- iv. external auditors, e.g. in relation to the audit of our accounts;
- v. our bank;
- vi. our external ICT providers;
- vii. our regulators such as the Solicitors Regulation Authority, the Legal Ombudsman and the Information Commissioner's Office.

We only allow our service providers to handle your personal data if we are satisfied that they take appropriate measures to protect your personal data. We also impose contractual obligations upon our service providers to ensure they can only use your personal data to provide services to us and to you.

We may also disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

## **5. Security**

We take reasonable steps to hold information securely in electronic or physical form and to prevent unauthorised access, modification or disclosure. Our information security policy is supported by a number of security standards, processes and procedures and we store information in access controlled premises or in electronic databases requiring logins and passwords. We require our third party data storage providers to comply with appropriate information security industry standards. All partners and staff and third party providers with access to confidential information are subject to confidentiality obligations.

The transmission of information via the internet is not completely secure. We cannot guarantee the security of your data transmitted to our online services; any transmission is at your own risk.

## **6. Storage of papers and documents**

We normally keep information securely in electronic or physical form for no less than six years following file closure. Client documents will be stored by us in accordance with our file closure policy. This policy will be communicated to all clients when we choose to close their files.

## **7. Electronic mail (and other forms of electronic communication)**

Electronic mail (email) and other forms of electronic communication, such as the use of mobile telephones, texting, voicemail, voip technology including voip telephone, Skype and Facetime communications, enable us to communicate more quickly with our clients and also enable clients to correspond with us more quickly. However, not every client finds one or more of these methods of communication acceptable. Some have concerns about who might see the contents of such communications and not every client has systems in place to ensure that only the addressee of a form of electronic communication will see it. If you have any preference as to the method of our communication with you then please do let us know. Unless instructed to the contrary we may communicate using all the above methods. Correspondence via electronic communication carries inherent risks and we cannot guarantee confidentiality. Information that we exchange by these methods is therefore exchanged at your own risk. Please advise us immediately if you consider that the confidentiality of a method of communication that we have been using with you has become compromised to enable us to react accordingly.

## **8. Website Cookies**

To the extent that you access the our website, we will collect your data automatically, for example:

- i) we automatically collect some information about your visit to our website. This information helps us to make improvements to website content and navigation, and includes your IP address, the date, times and frequency with which you access the website and the way you use and interact with its content.
- ii) we will collect your data automatically via cookies, in line with the cookie settings on your browser.

## **9. Call recording**

We may record telephone calls received or made by us. The purpose of call recording is to provide an exact record of the call which can:

- i) establish the existence of facts relevant to the business e.g. to provide a permanent record of legal advice given orally;
- ii) ascertain or demonstrate standards that are or ought to be achieved by persons using the system e.g. to establish the facts in the event of a complaint by a customer and so assist in resolving it; and/or
- iii) ensure that we are complying with regulatory or self-regulatory practices or procedures relevant to our business.

We will make reasonable efforts to ensure that callers are aware of the call recording system by including a notification on the “contact us” section of our website, providing a link to this policy on the website, and making this policy available to all clients. Call recordings will be secured and managed in line with all other confidential electronic records.

## **10. Outsourcing**

In order for us to deal with your matter promptly, we sometimes arrange for certain tasks to be carried out by persons not directly employed by us. The tasks will consist of administrative or clerical work for example photocopying and communication handling. Your personal data, limited to that required to perform their task, may be communicated to them. We have rigorous standards in the maintenance of confidentiality, and will endeavour to have a confidentiality agreement in place with such persons. If you do not wish us to allow persons who are not directly employed to carry out such tasks, please tell us as soon as possible.

## **11. Examination of our files and systems by third parties**

Sometimes we may need to let another organisation (such as the body that regulates solicitors, the Solicitors Regulation Authority) examine or audit our systems and files, or to produce material to them. In this situation, they are under a duty to maintain confidentiality in relation to your files.

## 12. Your Rights

You have the following rights in relation to your Data:

- i) Right to access – the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is “manifestly unfounded or excessive.” Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- ii) Right to correct – the right to have your Data rectified if it is inaccurate or incomplete.
- iii) Right to erase – the right to request that we delete or remove your Data from our systems.
- iv) Right to restrict our use of your Data – the right to “block” us from using your Data or limit the way in which we can use it.
- v) Right to data portability – the right to request that we move, copy or transfer your Data.
- vi) Right to object – the right to object to our use of your Data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us.

If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint the Information Commissioner’s Office (ICO). The ICO’s contact details can be found on their website at <https://ico.org.uk/>.

## 13. Data Retention

Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.