NOCKOLDS SOLICITORS

General Privacy Notice



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About Nockolds and This Privacy Notice

Nockolds Solicitors Ltd ('Nockolds/we/us/our'), which trades as 'Nockolds Solicitors', 'Nockolds' and 'Nockolds HR', is a company authorised and regulated by the Solicitors Regulation Authority under ID numbers 567738 and 605527. It is registered in England and Wales with company number: 07991146. Your privacy is important to us and we are committed to protecting your personal information.

This Privacy Notice explains how we collect and use your personal information in accordance with the applicable data protection legislation, including the UK General Data Protection Regulations and Data Protection Act 2018 (the 'UK GDPR'). We are required by law to notify you of the information contained in this Privacy Notice. We may update this Privacy Notice at any time. You can access the latest version on our website here: www.nockolds.co.uk.

We are registered as a data controller with the Information Commission under registration number Z3224785. As a data controller we are responsible for deciding how we hold and use the personal information we collect about you.

Nockolds is part of a group of businesses which comprises Nockolds, Nockolds Wealth Ltd, Nockolds Trust Corporation Ltd, Nockolds Consulting Ltd and Nockolds Lawyers Spain S.L (the 'Nockolds Group'). For further information about any of the Nockolds Group members please see our Terms and Conditions. This Privacy Notice only applies to the processing of personal information by Nockolds and does not apply to any of the other businesses in the Nockolds Group. If you have any queries about how the other Nockolds Group members handle your personal information, please contact them direct to request a copy of their Privacy Notice.

It is important that you read this Privacy Notice so that you are aware of how and why we are using your personal information and what your rights are under the data protection legislation. Please ensure that you read this Notice alongside our Terms and Conditions which provide further information on confidentiality, data privacy etc.

Contact Details

Full Name:	Nockolds Solicitors Ltd	
Addresses:	6 Market Square Bishop's Stortford Hertfordshire, CM23 3UZ	35 Great St. Helen's London EC3A 6AP
Telephone Numbers:	01279 755777	020 3892 6800
Email Address:	privacy@nockolds.co.uk	

When Does This Privacy Notice Apply?

This Privacy Notice applies to the processing of personal information by Nockolds when (1) providing services to our clients and prospective clients ('Client Services'); and (2) supplier or service providers work with us or provide their products or services to us or our clients ('Supplier Services').

References to you and your in this Privacy Notice are references to those individuals whose personal information we process in connection with Client Services or Supplier Services.



What We Need From You

Sources of Personal Information

We may collect personal information from you directly, or from other sources. These sources may include:

- Joint clients
- Your other advisors
- Your employer, trade union, professional body, or colleagues
- Third party providers conducting due diligence, identity, sanctions or credit checks or similar services on our behalf. For example, but not limited to, our client onboarding platform 'Infotrack', or our conveyancing estimate system 'Perfect Portal'
- Any third-party providers that power our Website and process any forms which are completed by our clients on our Website
- Third party company software we may use to collect and process information from you (via the third party)
- Case management, document management and time recording systems
- Government departments and public registers
- Regulatory bodies
- Your insurer or pensions provider/administrator
- Other third parties such as transaction counterparties, rival bidders, litigants in legal proceedings or the advisers to any such parties
- Banks and building societies or financial institutions
- Medical organisations, medical or health professionals, or MediClaims
- Any introducers or referrers of work to us
- CCTV footage, our computer networks and connections, email and instant messaging systems, and other technical systems.

What We Collect About You

Under the UK GDPR, personal information is defined as 'any information relating to an identified or identifiable natural person'.

The type of information we collect will vary depending on the nature of your instruction and the work you require us to do but may include:

- Your name and title
- Your date of birth
- Your gender
- Your job title and the organisation you work for
- Your personal or work contact details, including your address, email address and/or telephone number
- Copies of your identification documents, for example, your passport, national identification card or driving licence
- Copies of one or more of your utility bills, council tax bills or bank statements, so that we may verify your address
- Your billing details, including your bank account and/or payment card details (we will not, however, store your payment card details), other financial information and payment information
- Other details of services you have purchased from us or we have purchased from you
- Other information about you that is relevant to a client matter on which we are engaged, which could include special category data such as information about your racial or ethnic origin, beliefs, trade union membership or health
- Your IP address and information related to the browser or device you use to access our Website, or to communicate with us
- Your marketing preferences
- Your photograph or recorded image, including any photographs or recordings of you at an in person or online Nockolds event or meeting

The Purpose for Which We Will Use Your Personal Information and the Legal Basis for this Use

We need your personal information to carry out our contract with you, for the provision of legal services, fulfil our legal and regulatory requirements, and generally administer and take care of our relationship with you. We will not collect any personal information from you which we do not need and will only use your personal information when the law allows us to. Most commonly, we will use your personal information for the purpose set out in the table below. Please note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using it:

Legal Basis of Use	Purpose For Which We Use Your Personal Information
Establish and perform our contract with you	› Your contact details to communicate and manage our relationship with you › Your billing details, including your bank account and/or payment card details, in order to invoice you or, where you are providing supplier services to us, to pay you › Information from your client matter to seek advice from third parties such as legal and non-legal experts › Your personal information when obtaining an insurance policy on your behalf › Financial records of transactions we make on your behalf
Our legitimate interest to enable us to give you the best service/ product	› Personal information related to your matter to provide legal advice or to establish or defend your legal rights or claims › Your name, job title, contact details and marketing preferences so that we can personalise our communications and services to you › Browser and analytical data to help us check, improve, promote and protect our products, content, services and website, both online and offline › Asking you to leave a review or take a survey. We use an online review site called Trustpilot to conduct the survey on our behalf on conclusion of your matter › Sending you information about other services or events we provide which may be of interest to you
Comply with a legal and/ or regulatory obligations	› To verify your identity, onboard you as a client, and prevent money laundering and terrorist financing. This may include conducting searches to establish whether you are a politically exposed person or sanctioned › To verify your identity etc. so we can provide legal services to someone other than you e.g. where you are a trustee or have a beneficial interest in a company › To verify your source of funds and/or source of wealth › Carry out a conflict check to see if we are able to act for you or others on a particular matter › Recordings of the times and dates you enter our office buildings, and possibly capture your image in CCTV footage, in accordance with our legal obligations to keep our staff and visitors safe › To notify you of any changes to our Key Information and Fee Agreement, Terms and Conditions, Privacy Notice, or other client facing policies
Our legitimate interest to manage and protect our business interests and our legal, professional or regulatory rights	› To manage risk › To investigate and respond to any comments, complaints or legal claims we receive › To defend legal claims made against us or recover debts due to us › Browser and analytical data so that we can monitor your use of our applications and online services

If you fail to provide that information when requested, we may not be able to perform the contract we have, or are trying to enter into, with you. In this case we may have to cancel our service you have with us, but we will notify you if this is the case at the time.

It is your responsibility to ensure that the personal information you provide is correct and that you notify us of any changes to enable us to correct our records.

Marketing and Your Personal Information

We may use your personal information that we have collected in accordance with this Privacy Notice for our legitimate interest of contacting you about our products, services, events etc. which we feel may interest you. These direct marketing communications may be provided to you by social media channels, email or post. We will never send marketing communications via SMS or call you without your specific consent; nor do we ever pass on or sell your details to third parties. You have the right to ask us not to process the personal information you provide for direct marketing purposes. If you wish to opt out of receiving marketing mailings, please email marketing@nockolds.co.uk.

Who Has Access To It?

Nockolds may share your personal information with our other Nockolds Group members in order to act for you and/or, in our legitimate interests, for the purpose of the proper and effective management of our business. Such purposes include conflict checking and compliance with applicable legal and regulatory requirements concerning client identity and the prevention of crime. We have entered into a data processing agreement with Nockolds Lawyers Spain which incorporates the standard contractual clauses adopted by the European Commission.

We may share your personal information with other third parties where this is necessary for legal or regulatory reasons, or where it is in our legitimate interests, in order to provide our services to our clients, manage our business, or undertake our business processes. These third parties (are not limited to but) may include:

- Our clients
- Other professional advisers who we instruct on your behalf, such as barristers, foreign law firms, experts and advisors for the provision of specialist advice
- HM Land Registry to register a property
- HM Revenue and Customs e.g. for Stamp Duty Liability
- Courts or Tribunals
- Solicitors acting on the other side
- Legal and non-legal experts and advisors to obtain advice, opinion or assistance in making certain business decisions
- Contracted suppliers/consultants
- External auditors
- Regulatory authorities, government authorities and/or law enforcement officials, if mandated by law or if needed for the protection of our legitimate interests in compliance with applicable laws. For example, the Solicitors Regulation Authority, Information Commission, National Cyber Security Centre etc.
- Bank, building society or other financial institutions
- Insurance companies and/or brokers
- Our suppliers, business partners, sub-contractors or business support service providers (including IT service providers, cloud platform service providers, third party providers conducting due diligence/identity verification, credit checking or similar services, intelligent drafting platforms, couriers and document storage service providers)
- Third parties hosting events on our behalf to which you are invited, or co-hosting such events with us
- Persons providing feedback and legal ranking services.

Before we share any of your personal information with third parties, we will ensure that they comply strictly and confidentially with our instructions and that they do not use your personal information for their own purposes unless you have explicitly given your prior consent to this.

There may be some personal information which we will require your prior consent to obtain. If this is the case, then we will contact you to request your consent in writing and you are free to withdraw this consent at any time.

How We Protect and Store Your Personal Information

We recognise that your personal information is valuable, and we take all reasonable measures to protect it whilst it is in our care. For example, your personal information will always be stored securely in our electronic or paper files.

We have exceptional standards of technology and operational security in order to protect personally identifiable information from loss, misuse, alteration or destruction. Similarly, we adopt a high threshold when it comes to confidentiality obligations and both internal and external parties have agreed to protect the

confidentiality of all information; to ensure all personal information is handled and processed in line with our stringent confidentiality and data protection policies.

We use computer firewalls as safeguards and physical access controls to our buildings and files to keep personal information safe.

We apply such high standards equally when we transfer your personal data to third parties. In the case of sensitive information such as health, racial or ethnic origin or criminal offences, your information will only be disclosed to third parties on a confidential and limited basis and where appropriate we will use safeguards such as encryption or pseudonymisation.



How Long We Will Keep It For

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, accounting or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, the nature and sensitivity of it, the potential risk of harm from unauthorised use or disclosure, the purposes for which we processed it and whether we can achieve these purposes though other means, and the applicable legal and regulatory requirements.

Where you are a client, we will retain your file in a physical and/or digital format following conclusion of the matter for at least 7 years dependent upon the nature of the matter. As such, your file will be held for the following periods of time from the conclusion of your matter on the understanding that we can destroy it once the relevant time limit has expired:

Commercial Property: Sale of property/land, Rent deposits, Plot sales, unsuccessful sale/purchase/lease	7 years
Commercial Property: Purchase or lease of property/land, Re-mortgage, Planning, Property Management, Charity transactions, Enfranchisement, Funding	16 years
Residential Property: Sale of property/land, Re-mortgage, Assent, Gift, Transfer and Re-mortgage, unsuccessful sale/ purchase	7 years
Residential Property: First registration, First charge	13 years
Residential Property: Purchase of property/land, Transfer of equity, Lease extensions (not linked to a sale)	16 years
Personal Injury, including Medical Negligence	7 years
Family matters excluding Declaration of Trusts	7 years
Family matters – Declaration of Trust	13 years
Dispute Resolution	15 years
Contentious Probate: Inheritance Act claims, Court of Protection	7 years
Contentious Probate: Executor and Trust Duties, Trust and estoppel claims	13 years
Contentious Probate: Will Validity actions, fixed fee interviews	16 years
Motoring and Crime Defence Work	7 years
International work	7 years
Company Commercial: All matters	13 years
Employment: All matters	7 years
Wills: File and original Will	Indefinitely
Probate: Inheritance tax advice/tax planning, Court of Protection applications	7 years
Probate/Estate Administration	16 years
Probate: Trust work	Lifetime of the Trust
Probate: Powers of Attorney/Financial Management	Lifetime of Donor
General: Any other matters not listed above	7 years

We may retain your information for a short time beyond the specified retention period, to allow for information to be reviewed and any disposal to take place.

If you would like more information on our file retention policy relating to your specific matter, your personal information or generally then please contact us by emailing privacy@nockolds.co.uk.



Your Rights

Request Access to Your Personal Information

You have the right, with some exceptions, to ask us to provide a copy of any personal information we hold about you. You can ask us to supply you with copies of both paper and/or computer records and related information. Where you request multiple copies, we may charge a reasonable fee based on any administrative costs we have incurred. Where you make a request by electronic means (such as email), unless you request otherwise, we will provide the information in a commonly used electronic form.

If you wish to put your request in writing, then this can be sent to us by post to the relevant office address or by email to privacy@nockolds.co.uk and will be treated as a Subject Access Request. Please note that we will only be able to comply with such requests where they do not adversely affect the rights and freedoms of others. Further information on Subject Access Requests can be obtained from the Information Commission's Office (ICO) at www.ico.org.co.uk.

Request Correction of Your Personal Information

We take all reasonable steps to ensure the personal information we have for you is accurate and complete. If you think that is not the case, please tell us and we will correct it and/or supplement it as soon as possible.

Request to Erase Your Personal Information

In some circumstances, you can ask us to delete or remove your personal information. For example, it is no longer necessary in relation to the purpose for which it was collected, you withdraw your consent and there is no other legal ground for processing, you object and there are no overriding legitimate grounds for processing, it has been unlawfully processed, or it must be deleted for legal reasons. We will let you know when we have done this.

Object to Processing of Your Personal Information

Where we are processing your information on the basis of our legitimate interests (or those of a third party), you have the right to object to our processing on this basis.

In order to continue processing your information, we must then demonstrate that we have compelling legitimate grounds to process your information which override your interests, or we need to process the information in relation to a legal claim.

You also have the right to ask us not to process the personal information you provide for direct marketing purposes.

Request Restriction of Processing Your Personal Information

You are entitled to ask us to suspend or restrict the processing of your personal information in the following scenarios:

- You want us to establish its accuracy;
- Our use is unlawful but you do not want us to erase it;
- You need us to hold it even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- You have objected to our use but we need to verify whether we have overriding legitimate grounds to use it.

Request Transfer of Your Personal Information

You have the right to have your personal information transferred to you or a third party you have chosen. Where your information was processed by automated means, you can ask that we provide it to you in a structured, commonly used, machine-readable format. This right does not require us to provide a copy of your whole file and relates to transfer of your personal information only.

Withdraw Consent

Where you have consented to us using your personal information, you can withdraw that consent at any time. You can only exercise this right where we are relying on 'consent' to process your personal information.

Not to be Subject to a Decision Based Solely on Automated Processing

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly affects you.

Redaction and Exemption On Public Record Documents

Companies House - Redaction

Any documents which are filed with Companies House are open to public inspection and can be viewed online on the public register of companies. If you wish to protect your privacy, you can ask us to apply for certain sensitive details to be redacted.

If you are a director or person of significant control, your month and year of birth will appear on the public record. If you do not wish for your home address to appear on the public record when we are filing documents for you, please provide us with an alternative service address (which may be the company's registered office). If your home address is the same as the company's registered office, it cannot be withheld from the public record.

We can also redact the following information from a certified copy of an instrument of charge:

- Personal information relating to an individual (but not their name) e.g. a home address which is not the company's registered address
- The number or identifier of a bank or securities account
- A signature

In addition, if you are considered to be at serious risk of violence or intimidation, we can also apply to protect your home address from being accessed by credit reference agencies on the Companies House public register and depending on your personal status within the company, we may also be able to protect your identity on the Companies House public register. You must be able to prove the serious risk with documentation.

If you wish for any information to be redacted or withheld, please let us know immediately. There may be an additional fee charged by Companies House for redaction. Your information will still be available to specified public authorities, such as the police.

Land Registry - Exemption

All documents held by the Land Registry are open to public inspection by anyone who has a general right. When filing certain documents, we can make an application for exemption if the document being filed is:

- Referred to in the register of title, or one that relates to an application to the registrar
- Referred to in the register of title.

Examples of requests made to the Land Registry for exemption which are likely to be granted and common reasons for refusal can be found in sections 2.3 and 2.4 on the following web page: https://www.gov.uk/government/publications/exempting-documents-from-the-general-right-to-inspect-and-copy/practice-guide-57-exempting-documents-from-the-general-right-to-inspect-and-copy.

If you do wish for any information to be redacted, please let us know immediately. There is an additional fee charged by the Land Registry for an exemption application.

Please be aware that your full unredacted information may still be available to anybody who makes an application to the Land Registry for an official copy under the Freedom of Information Act 2000, if they are able to provide that the information redacted is not prejudicial or that the public interest in disclosing a full copy outweighs the public interest for not doing so. If the redacted information relates to your personal data, then disclosure will not be permitted in accordance with your rights contained in data protection legislation.



Queries or Complaints About Our Use of Your Personal Information

If you have a query or complaint about how we have handled your personal information, you can contact our Data Protection Officer by email at privacy@nockolds.co.uk who will be happy to look into this for you.

You also have the right to contact and/or make a complaint to the Information Commission's Office (ICO) directly. Please see their website www.ico.org.co.uk. However, we would appreciate the chance to deal with your queries before you approach the ICO so please contact us in the first instance.



Our Accreditations

Nockolds attained the Investors in People accreditation in 2010 and went on to achieve the Investors in People 'Gold' award in 2013. Nockolds has continued to retain the Gold standard since then.

Lexcel is the Law Society's quality mark for excellence in legal practice management and client care. Nockolds was awarded the Lexcel Accreditation in 2003 and undergoes independent annual assessment to ensure continuing compliance with this quality standard.

The Law Society's Conveyancing Quality Scheme (CQS) provides a recognised quality standard for residential conveyancing practices. Nockolds was awarded this accreditation in 2012 and has continued to meet the standard.

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