



Ackers Solicitors Privacy Statement for GDPR

This is a data privacy notice under the General Date Protection Regulations (GDPR) which comes into effect in May 2018.

Who we are

We are Ackers Solicitors Limited of 5 London Road, Twyford, RG10 9EH a firm of Solicitors. We are a Limited Company. We provide a range of legal services on behalf of clients.

The Services to which this Notice relates

This notice relates to all our legal services.

Personal data we hold or process

In order to provide a competent and professional service, we hold and process data of all clients and other parties (e.g. name, address, DOB, contact details, bank account details). In order to comply with the requirements of Court Orders, we hold and process personal data for clients and other parties relevant to those proceedings. Personal data for clients is provided by the clients and others who are assisting them such as agents and brokers. Personal data of those who are not clients is provided either personally by that person or by their Solicitor or Agent.

As far as the delivery of personal data is concerned, we remind our clients that our emails are not encrypted. We provide information on our client care letter as to the basic requirements of Solicitor confidentiality.

How we store personal data

We are determined to hold data under our control securely at all times. We limit access to our computer system to employees. Our computer system has log in and secure passwords. We will hold personal data on our practice computer system to the extent necessary to facilitate the service we have agreed to provide and copies of personal data is also held on our paper files.

When the matter is concluded the paper files are kept securely by a third party off site for a period of 6 years and then destroyed securely.

What is the legal basis for collection, common use and the storage of the data ?

We collect, use and store personal data in order to perform contractual obligations between us and the relevant client.

In providing these services, we will act as both a Data Processor and in some instances, as a Data Controller in respect of your personal information.

How long is data stored ?

Personal data collected for or generated as a necessary part of our legal services is kept as long as required by legislation and by the Law Society requirements and then destroyed securely.

We do not retain the majority of personal data for longer than is necessary.

With who is personal data shared ?

As part of our legal service provision, we share personal data with one or more of the following, depending on the matter:

1. Acting in matrimonial proceedings – personal data is shared with other solicitors, the Court, Barristers, CAFCASS, mediation services, experts required to report and other parties if required to do so by the Court. Wherever possible letters or documents passing this information to other parties is approved by the client before being sent.
2. Acting in probate matters – we share data with Banks, Building Societies, other financial institutions, the Probate Registry, HMRC, other institutions or Companies holding assets of the deceased, beneficiaries and any other person or Company necessary for the smooth running of the estate.
3. Acting on wills – we share personal data with the client or with friends or relatives as authorised specifically by the client.
4. Acting on conveyancing matters – we share personal data with Solicitors for buyer/sellers, mortgage providers, local authority, estate agents, brokers, search providers, landlord/freeholder, management company and surveyors
5. Acting on Lasting Powers of Attorney - we share personal data with the client or with friends or relatives as authorised specifically by the client.
6. Acting on Compromise agreements – we share personal data with the client and the employer
7. Acting on merger/acquisition of business – we share personal data with Solicitors, accountant, valuer, seller/buyer and agent

We may also undertake an ID check of a client via our electronic ID/money laundering system provided by Credit Safe. We therefore use personal data to facilitate this.

We do not sell personal data to third parties.

Software and computers may cease to function correctly and in such circumstances we may provide temporary access to our IT support Company, The Computer Doctor, so that they may resolve the issue.

What happens if someone choose not to provide personal information or is unable to provide personal information?

If a client fails to provide certain personal information when requested, we may not be able to perform the legal service we have been instructed to undertake, or we may be prevented from complying with our obligations and we may have to stop acting.

What are individuals’ rights under GDPR ?

The table below sets out the individual rights under the GDPR and how we can assist.

The right to be informed	This document can be provided to clients on request and this is confirmed to them in our client care letter sent when they first instruct us
The right of access	Individuals can make a data access request by contacting the firm either personally, or by telephone Legislation or professional privilege may prevent us providing all of the information we hold
A right to rectification	When we are made aware of an error or mistake in the personal data we hold, we will take all reasonable steps to correct it in a timely fashion. Where we have previously provided such personal data to a third party, we will attempt to rectify this but if it is outside our control, it may be necessary for the client to contact the third party
The right to erasure (“the right to be forgotten”)	We may have a legal and professional obligation to retain personal data relating to our client for a minimum period. The right to erasure will be overridden during that retention period.
The right to restrict processing	This right may be a restrictive right and may only apply in certain circumstances. When processing is validly restricted, we are permitted to continue to hold the data but not use it.
The right to data portability	Where a client ceases to use our services or if they so request, we can provide the

	paper copies of the personal data we hold. We will discuss with the client the best way to provide personal data to them. This is however overridden by our right to retain information when money is owing to us
The right to object	This right may generally be overridden by our legal duty or professional duty or duty to the Court. We do not sell personal data and we do not use it for research purposes.
Rights in relation to automated decision making and profiling	We do not use personal data for profiling or automated decision making

Change of purpose

We will only use personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use personal information for an unrelated purpose, we will notify the client and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Is any personal data transferred outside the EU ?

Generally personal data is not transferred outside of the EU. If a matter involves work outside the EU, then personal data issues can as necessary be discussed.

What other rights does a client or other party have that we are required to make known to them ?

An individual has the right to put a complaint to the Information Commissioner's Office (ICO).