

Veale Wasbrough uses information about clients and others in various ways and for various purposes. Some of this information is covered by the Data Protection Act 1998, where it is called '*personal data*', and Veale Wasbrough is the registered data controller. This statement explains our use of personal data relating to clients and others who deal with us. Further details of the personal data we hold, and how we use it, can be found under our registration (Z5447555) in the ICO's register at [www.ico.gov.uk](http://www.ico.gov.uk).

## **Our policy**

Our policy is to achieve full compliance with the Data Protection Act at all times, and to take proper account of any guidance which the Information Commissioner may issue. This means:

- We acquire personal data in a fair manner and for a specific purpose.
- We use it for that purpose, and not for any incompatible purposes.
- We take reasonable steps to keep it up-to-date while we have it.
- We only keep it for as long we reasonably need to.
- We take appropriate steps to prevent it being lost or used without proper authority.
- We dispose of it appropriately.

## **How we acquire personal data**

We may acquire personal data in a number of ways:

- You may provide us with information about yourself - perhaps in correspondence or documents, during meeting or telephone call, or through our website.
- Someone else may provide it - perhaps a client or an intermediary such as an accountant.
- We may acquire it from public sources such as the register at Companies House, or from commercial sources such as credit reference agencies.

We may keep this information in the form we receive it or we may record it in some other form. For example, we may use it in correspondence and documents in the course of providing our legal services, and we may record it in our client relationship management systems in order to support and develop our relationships with you and others.

## **How we use personal data**

We use personal data:

- to provide legal services to clients
- in fulfilling our legal obligations
- for general administration purposes
- to inform people of our services and of developments in the law which may affect them.

Our staff policies and training programmes cover the need to keep personal data confidential and secure.

We do not use personal data to automatically make decisions which might significantly affect individuals.

We do not pass personal data to anyone without the subject's permission unless we do so for one of the four reasons mentioned above. We may share it with other solicitors if we combine businesses. We do not sell personal data to anyone.

Personal data in current use is kept at our offices in Bristol. A backup copy of electronic personal data is kept at a separate secure facility in the United Kingdom to enable us to continue our business and services in the event of a fire, flood or some other event. Personal data in our paper files is transferred to a different secure facility in the United Kingdom for long term storage when a client matter has been concluded.

## Your legal rights

If you have any concerns about our use of any personal data relating to you, please contact Nigel Puddicombe, Head of Quality & Compliance, at our Bristol office. If we are unable to resolve this to your satisfaction, you may refer your complaint to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

You may be entitled to know what personal data we hold which relates to you, why we have it, and how we acquired it. Please write to Nigel Puddicombe, Head of Quality & Compliance, at our Bristol office and enclose a cheque for £10 made payable to Veale Wasbrough. We will then provide the information we are obliged to provide within 40 days.

You may be entitled to require us not to use any personal data which relates to you in a way which causes (or would cause) you unwarranted damage or distress. Again, please write to Nigel Puddicombe, Head of Quality & Compliance, at our Bristol office.

You may require us not to use any personal data which relates to you for direct marketing. Please call Antonia Guise-Tucker at [aguise-tucker@vwl.co.uk](mailto:aguise-tucker@vwl.co.uk) or at our Bristol office.

You may be entitled to compensation if we breach the Data Protection Act.



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