

# Privacy Notice and Information for Clients

## General Data Protection Regulations (UK GDPR) and Data Protection Act 2018 (DPA 2018)

Hunt & Coombs LLP are committed to respecting your privacy and protecting your personal data, subject to certain legal duties that are explained in our terms and conditions leaflet "Our Agreement With You".

This privacy notice tells you who we are, how and why we collect, store, process, use and share personal data, your rights in relation to your personal data and how to contact us and supervisory authorities in the event you have a complaint.

This notice applies to all of your personal data used in connection with our services however it is obtained by us, including any data you may provide through our website, when you meet us, or when you contact us by phone, by post or using email. Please note it is important that the personal data we hold about you is accurate and current. Please inform us of any changes to your personal data during your relationship with us. For the purposes of the UK GDPR and DPA 2018 we are the data controller.

### Who we are

Hunt & Coombs LLP is a Limited Liability Partnership registered in England, registration number OC320243. The registered office is at: Westpoint, Lynch Wood, Peterborough Business Park, Peterborough PE2 6FZ. It is a legal practice which is authorised and regulated by the Solicitors Regulation Authority under number 443035. Please see [www.hcsolicitors.co.uk/contact-us/](http://www.hcsolicitors.co.uk/contact-us/) for information of how to contact us.

The personal data we collect, store, process, use and share

In the course of your legal transaction we may collect the following personal data relating to you. The precise nature of this will depend upon the type of matter in which we are, or will be, instructed:

- I Identity - Name, user name, other method of identification, passport, driving licence number, gender, date of birth, national insurance number, marital status, employment status or nationality. It may also include information relating to third parties with whom you have a connection.
- I Contact - home address, workplace address, telephone/mobile numbers, email address, and alternative contacts
- I Financial - bank account details, payment card details, tax references, salary, savings and investments, sums owing to third parties and details of any previous bankruptcy or financial judgments.
- I Transaction data - including information relating to the matter in connection with which we are currently instructed, services provided to you previously both by this firm and others.

- I Marketing data - used in connection with client surveys, information relating to other services offered by us in which you might be interested and other marketing related information.

We do not routinely collect any data which comes within the special categories of personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health, sex life or sexual orientation). If however, this information is relevant to the matter in connection with which we are instructed for example biometric data for the purpose of identification, health data or criminal offences then we will need to process that data.

### How we collect data

We obtain personal data in a number of ways. These include:

- I By direct contact - in person or by post, email, telephone or online application.
- I From third parties or publicly available sources - for example, disclosure by the police, or CPS in connection with a prosecution, from the hospital or medical professional where we are advising clients under the Mental Health Act or from an estate agent in connection with a sale or purchase of a property. From identity checking providers and other parties involved in a matter. We may obtain information from publicly available sources such as Companies House and HM Land Registry.
- I Using automated technologies- your interaction with our website may automatically collect technical data about your equipment, browsing actions and patterns which we can collect by using sever logs and other similar technologies.

### How we use your data

We use your personal data primarily to enable us to provide you with a legal service in accordance with your instructions. We also use your personal data for related purposes including identity verification, registering you as a new client, administration of files, corresponding with other agencies such as courts or Government agencies, maintaining financial records under the professional rules we are subject to and by law including our obligations to HMRC, gathering information as part of investigations by regulatory bodies, operational reasons, staff administration and assessments, monitoring staff conduct, updating existing records if you have instructed the firm previously, analysis to help improve the management of the firm, for statutory returns and legal and regulatory compliance.

The data will be held in hard copy and/or electronic format.

We will only take instructions from you or someone you authorise in writing.

Where you are acting as an agent or trustee, you agree to advise your principal or the beneficiary of the trust that their personal data will be dealt with on these terms.

## Sharing your personal data

From time to time it will be necessary for us to share your personal data with parties involved in the handling of your matter, and with others whom we are under a legal or regulatory obligation to share such data. This may include: service providers, professional advisers including other lawyers, experts, barristers, banks, building societies, mortgage lenders, estate agents, contractors, insurers, HMRC, HM Land Registry, Information Commissioner's Office (ICO), [Intellectual Property Office?], Companies House, HM Courts and Tribunal Services and any other public office based in the United Kingdom (UK), fraud prevention, credit reference and identity verification agencies, regulators such as the Solicitors Regulation Authority (SRA) and ICO, The Legal Ombudsman, The Law Society, mediation and arbitration service providers, and staff.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and subject to contractual assurances that personal data will be kept securely and used only and in accordance with our instructions. It is not our policy to transfer your personal data outside the United Kingdom (UK) or European Union (EU) other than as specifically mentioned above or on your instructions as part of our engagement by you. In the event that external third parties are based or transfer data outside the UK, we will ensure that a similar degree of protection is afforded to it by requiring that your personal data is only transferred to countries that have been deemed to provide an adequate level of protection for personal data.

There may be occasions when we are under a legal duty to share personal data with law enforcement or other authorities, including the SRA or the ICO without your knowledge or consent. If we are required to disclose information to the National Crime Agency, we may not be able to tell you that a disclosure has been made. We may have to stop working for

you for a period of time and may not be able to tell you why. We cannot be held liable for any loss you suffer due to delay or our failure to provide information in these circumstances.

Occasionally some of our client files may be audited by external auditors or examiners to ensure we meet our legal, quality and financial management standards. Some information may be disclosed to our professional indemnity insurers and to our financial auditors if required. We may also provide basic, anonymised details of your case to Legal 500 or Chambers and Partners legal directories but this information is provided on a strictly confidential basis where this concerns individuals.

## How long your personal data will be kept

- I We will hold your personal data including your name, address and contact details plus your file of papers for a period of time, depending on the nature of your case. We will confirm this to you at the end of your case. After this period of time, your file of papers including the electronic file, will be destroyed confidentially without further reference to you, unless we contact you to confirm other arrangements or

you contact us to request your file of papers at an earlier date. Further details about safeguarding your file and our file storage and destruction arrangements are provided in the "Our Agreement with You" leaflet.

- I In order to meet our regulatory requirements, we may be required to retain basic information about you to include your name, address and date of birth on our electronic database for a longer period of time. Where you have requested deletion of your data, we will need to keep a record of that fact in order to fulfil your wishes (called a "suppression record").

## Reasons we can collect, process, store, share and use your personal data or special category personal data

We intend to rely on the following lawful bases:

- a. Your consent (In relation to sending marketing or other information to a prospective client)
- b. Contractual obligations
- c. Legal Obligations
- d. Public task
- e. Legitimate interests

## Marketing

Information about the firm and up to date articles which may be of interest to you are available on our website [www.hcsolicitors.co.uk](http://www.hcsolicitors.co.uk).

In relation to future marketing, we would like to keep in touch with you and let you know periodically about information that we think may be of specific interest to you or to tell you about events or developments in the firm. We ask you to provide your email address and give specific confirmation that you want to "opt in" to us sending you such information in the future. If you provide your consent, you may withdraw it at any time by contacting us to confirm that you no longer want us to contact you.

If you are an existing client of the firm or we are holding documents for you such as Wills or Deeds we may rely on legitimate interests as the reason for contacting you in future. We will only do this where we feel it would be of benefit to you or where we need to update you in relation to our terms and conditions.

## Your rights

Under UK GDPR and the DPA 2018 you have a number of important rights, free of charge. This includes a right to obtain a copy of your personal data, to ask us to correct personal data that is inaccurate or incomplete, to delete personal data or stop processing it, (unless it is necessary for us to retain it to comply with our legal obligations and/or the exercise or defence of legal claims), to restrict our use of your personal data, to data portability and to object to us using your personal data. Further information about these rights can be found on the Information Commissioners Website [www.ico.org.uk/for-the-public/](http://www.ico.org.uk/for-the-public/).

If you would like to exercise any of these rights, please:

- I email, call or write to our Partner responsible for data protection;
- I let us have enough information to identify you;
- I let us have proof of your identity and address (a copy of your

driving licence or passport and a recent utility or credit card bill); and

- I let us know the data to which your request relates, including any account or reference numbers, if you have them.

## Keeping your personal data secure

We have appropriate security measures in place to prevent personal data from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your data will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## How to complain

We hope that we can resolve any query or concern you raise about our use of your data.

You have the right to make a complaint relating to your personal data at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)) or telephone 0303 1231113.

## Changes to this privacy notice

The effective date of this privacy notice is 3rd March 2025. We may change this privacy notice from time to time. When we do we will inform you via our website.

## How to contact us

If you have any questions about this privacy notice or the information we hold about you, please contact our Partner responsible for data protection, Henry Anstey. You can do so on 01733 882800 or by email via Andrea Whiston, on: [andrea.whiston@hcsolicitors.co.uk](mailto:andrea.whiston@hcsolicitors.co.uk).

Alternatively please send a letter marked FAO Andrea Whiston, Hunt & Coombs LLP, Westpoint, Lynch Wood, Peterborough Business Park, Peterborough PE2 6FZ.

If you would like this notice in another format please contact us.

# Hunt & Coombs Solicitors is an established law firm offering a full range of company and personal legal services.

From our offices in Peterborough,, Oundle and Huntingdon, we serve our local communities with a refreshingly modern and personal touch, backed up by professionalism and legal expertise.

With impressive accreditations across numerous professional bodies and a transparent fees structure, our culture and standards make us the ideal place for you to come whenever you need legal advice or support.

For further information on our how we can help and the legal services we provide please contact 01733 882800, email [info@hcsolicitors.co.uk](mailto:info@hcsolicitors.co.uk) or visit our website at [www.hcsolicitors.co.uk](http://www.hcsolicitors.co.uk).



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