



CLIENT PRIVACY POLICY

Watson Burton LLP (**we, us or our**) is committed to maintaining the privacy of any information from which an individual can be identified (**Personal Data**) and to collecting, processing, storing, retaining and destroying such data in accordance with the principles of the General Data Protection Regulation (**GDPR**).

1 INTRODUCTION

- 1.1 We take your privacy very seriously. Please read this Client Privacy Policy (**Policy**) carefully as it contains important information about how and why we collect, store, use and share your Personal Data. It also explains your rights in relation to your Personal Data and how to contact us or supervisory authorities in the event you have a complaint.
- 1.2 As a Data Controller, we will use your Personal Data in accordance with the GDPR. Our use of your Personal Data is subject to your instructions, the GDPR, other relevant UK and EU legislation and our professional duty of confidentiality.
- 1.3 This Policy may be changed at any time and will be reviewed at least annually. An updated Policy will be available on request or can be found on our website at www.watsonburton.com.

2 PERSONAL DATA WE COLLECT ABOUT YOU

- 2.1 The list below sets out the Personal Data we will or may collect in the course of advising and acting for you.
- 2.2 **Personal data we will collect**
 - 2.2.1 Your name, address and telephone number
 - 2.2.2 Information to enable us to check and verify your identity, e.g. your date of birth or passport details
 - 2.2.3 Electronic contact details, e.g. your email address and mobile phone number
 - 2.2.4 Information relating to the matter on which you are seeking our advice or representation
 - 2.2.5 Information to enable us to undertake a credit or other financial checks on you

2.2.6 Your financial details so far as relevant to your instructions, e.g. the source of your funds if you are instructing on a purchase transaction

2.2.7 Information about your use of our IT, communication and other systems, and any other monitoring information, e.g. if using our extranet

2.3 **Personal Data we may collect depending on why you have instructed us**

2.3.1 Your National Insurance Number and tax details

2.3.2 Your bank and building society details

2.3.3 Details of your professional online presence, e.g. LinkedIn profile

2.3.4 Details of your spouse or partner and dependants or other family members, e.g. to release documents pertaining to a private client matter

2.3.5 Your employment status and details including salary and benefits, e.g. if you instruct us on a matter related to your employment or in which your employment status or income is relevant

2.3.6 Your nationality and immigration status and information from related documents, such as your passport or other identification, and immigration information, e.g. if you instruct us on an immigration matter

2.3.7 Details of your pension arrangements, e.g. if you instruct us on a pension matter

2.3.8 Your employment records including, where relevant, records relating to sickness and attendance, performance, disciplinary, conduct and grievances (including relevant Special Category Personal Data), e.g. if you instruct us on a matter related to your employment or in which your employment records are relevant

2.3.9 Your racial or ethnic origin, gender and sexual orientation, religious or similar beliefs, e.g. if you instruct us on a discrimination claim

2.3.10 Your trade union membership, e.g. if you instruct us on discrimination claim or your matter is funded by a trade union

2.3.11 Personal identifying information, such as your hair or eye colour or your parents' names, e.g. if you instruct us to incorporate a company for you

2.3.12 Your medical records, e.g. if you instruct us on an employment dispute

2.3.13 Photographs e.g. if you attend our events or agree to participate in our promotional activity

2.4 This Personal Data is required to enable us to provide our services to you. If you do not provide Personal Data we require, it may delay or prevent us from providing services to you.

3 **HOW YOUR PERSONAL DATA IS COLLECTED**

We collect most of this information from you directly however, we may also collect information:-

3.1 from publicly accessible sources, e.g. Companies House or HM Land Registry;

- 3.2 directly from a third party, e.g.:-
 - 3.2.1 sanctions screening providers
 - 3.2.2 credit reference agencies
 - 3.2.3 client due diligence providers
- 3.3 from a third party with your consent, e.g.:-
 - 3.3.1 your bank or building society, another financial institution or advisor
 - 3.3.2 consultants and other professionals we may engage in relation to your matter
 - 3.3.3 your employer and trade union, professional body or pension administrators
 - 3.3.4 your doctors, medical and occupational health professionals
- 3.4 via cookies on our website (for more information, please see our Website Privacy Policy)
- 3.5 via our IT systems, e.g.:-
 - 3.5.1 case management, document management and time recording systems
 - 3.5.2 door entry systems and reception logs
 - 3.5.3 automated monitoring of our websites and other technical systems, such as its computer networks and connections, CCTV and access control systems, communications systems, email and instant messaging systems

4 **HOW AND WHY WE WILL USE YOUR PERSONAL DATA**

- 4.1 Under data protection law, we can only use your Personal Data if we have a proper reason for doing so, e.g.:-
 - 4.1.1 to comply with our legal and regulatory obligations
 - 4.1.2 for the performance of our contract with you or to take steps at your request before entering into a contract
 - 4.1.3 for our legitimate interests or those of a third party
 - 4.1.4 where you have given consent
- 4.2 A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.
- 4.3 The table below explains what we use (**Process**) your Personal Data for and the reasons for doing so:-

What we may use your Personal Data for	Why we may use your Personal Data
To register you as a new client	For the performance of our contract with you or to take steps at your request before entering into a contract
To provide legal services to you	For the performance of our contract with you and to discharge our obligations to you and the Court
Conducting checks to identify and verify your identity Screening for financial and other sanctions or embargoes Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business, e.g. under health and safety regulation or rules issued by our professional regulator	To comply with our legal and regulatory obligations
Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies	To comply with our legal and regulatory obligations
To manage our relationship with you which will include: <ul style="list-style-type: none"> – notifying you about changes to our terms or privacy policy – asking you to leave a review or take a survey 	For the performance of our contract with you To comply with our legal obligations
Ensuring business policies are adhered to, e.g. policies covering security and internet use	For our legitimate interests or those of a third party, i.e. to make sure we are following our own internal procedures so we can deliver the best service to you
Operational reasons, such as improving efficiency, training and quality control	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you at the best price
Ensuring the confidentiality of commercially sensitive information	For our legitimate interests or those of a third party, i.e. to protect our intellectual property and other commercially valuable information To comply with our legal and regulatory obligations
Statistical analysis to help us manage our practice, e.g. in relation to our financial performance, client base, work type or other efficiency measures	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you at the best price
Statutory returns	To comply with our legal and regulatory obligations

What we may use your Personal Data for	Why we may use your Personal Data
Preventing unauthorised access and modifications to systems	For our legitimate interests or those of a third party, i.e. to prevent and detect criminal activity that could be damaging for us and you To comply with our legal and regulatory obligations
External audits and quality checks, e.g. for the audit of our accounts	To comply with our legal and regulatory obligations
Updating and enhancing client records	For the performance of our contract with you or to take steps at your request before entering into a contract To comply with our legal and regulatory obligations For our legitimate interests or those of a third party, e.g. making sure that we can keep in touch with our clients about existing and new services
Ensuring safe working practices, staff administration and assessments	To comply with our legal and regulatory obligations For our legitimate interests or those of a third party, e.g. to make sure we are following our own internal procedures and working efficiently so we can deliver the best service to you
Marketing our services to:- – existing and former clients; – third parties who have previously expressed an interest in its services; – third parties with whom we have had no previous dealings.	For our legitimate interests or those of a third party, i.e. to promote our business
As part of marketing activities we may use your photograph if you have attended an event or agreed to participate in promotional activities	For our legitimate interests or those of a third party, i.e. to promote our business
Credit reference checks via external credit reference agencies	For our legitimate interests or a those of a third party, i.e. for credit control and to ensure our clients are likely to be able to pay for our services

4.4 The above table does not apply to Personal Data revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership or genetic and biometric data or data concerning health, sex life or sexual orientation (**Special Category Data**), which we will only process with your explicit consent.

5 PROMOTIONAL COMMUNICATIONS

- 5.1 We may use your Personal Data to send you updates (by email, SMS, telephone or post) about legal developments that might be of interest to you and information about our services.
- 5.2 We have a legitimate interest in processing your Personal Data for promotional purposes (see paragraph 4). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.
- 5.3 We will always treat your Personal Data with the utmost respect and not share it with other organisations for marketing purposes.
- 5.4 You have the right to opt out of receiving promotional communications at any time by:-
 - 5.4.1 contacting the Compliance Team by emailing data@watsonburton.com or writing to the Marketing Team at our registered office address; or
 - 5.4.2 using the 'unsubscribe' link in any such communications.
- 5.5 We may ask you to confirm or update your marketing preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

6 WHO WE WILL SHARE YOUR PERSONAL DATA WITH

- 6.1 We routinely share Personal Data with:-
 - 6.1.1 professional advisers who we instruct on your behalf or refer you to, e.g. barristers, medical professionals, accountants, tax advisors or other experts;
 - 6.1.2 professional advisors advising other parties related to the matter upon which you have instructed us, but only where necessary to carry out your instructions;
 - 6.1.3 other third parties where necessary to carry out your instructions, e.g. your mortgage provider or HM Land Registry in the case of a property transaction or Companies House (in the case of a corporate transaction);
 - 6.1.4 credit reference agencies;
 - 6.1.5 our insurers and brokers;
 - 6.1.6 external auditors, e.g. in relation to the audit of our accounts;
 - 6.1.7 our banks; and
 - 6.1.8 external service suppliers, representatives and agents that we uses to make our business more efficient, e.g. marketing agencies.
- 6.2 We only allow our service providers to handle your Personal Data if we are satisfied they take appropriate measures to protect your Personal Data. We also impose contractual obligations on service providers to ensure they can only use your Personal Data to provide services to us and to you.

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

6.4 We may also need to share some Personal Data with other parties, such as potential buyers of some or all of our business or during re-structuring. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations.

7 WHERE YOUR PERSONAL DATA IS HELD

7.1 Information may be held at our offices and those of third party agencies, service providers, representatives and agents as described above (see paragraph 6).

7.2 Some of these third parties may be based outside the European Economic Area (**EEA**). For more information, including on how we safeguard your Personal Data when this occurs, see paragraph 9.

8 HOW LONG YOUR PERSONAL DATA WILL BE KEPT

8.1 We will keep your Personal Data after we have finished advising or acting for you for one of these reasons:-

8.1.1 to respond to any questions, complaints or claims made by you or on your behalf;

8.1.2 to show that we treated you fairly;

8.1.3 to keep records required by law;

8.1.4 to exercise our rights to retain your file for as long as our fees and disbursements remain unpaid.

8.2 We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data. Further details on this are available in our Records Management Policy.

8.3 When it is no longer necessary to retain your Personal Data, we will delete or anonymise it.

9 TRANSFERRING YOUR PERSONAL DATA OUT OF THE EEA

9.1 To deliver services to you, it is sometimes necessary for us to share your Personal Data outside the European Economic Area (EEA), e.g.:-

9.1.1 with service providers located outside the EEA;

9.1.2 if you are based outside the EEA;

9.1.3 where there is an international dimension to the matter on which we are advising you.

9.2 These transfers are subject to special rules under European and UK data protection law.

9.3 We use one service provider based in the US, details of which are available through our Privacy Policy, found on our website at www.watsonburton.com.

10 YOUR RIGHTS

10.1 You have the following rights, which you can exercise free of charge:-

Access	The right to be provided with a copy of your Personal Data
Rectification	The right to require us to correct any mistakes in your Personal Data
To be forgotten	The right, in certain situations, to require us to delete your Personal Data
Restriction of processing	The right to, in certain circumstances, require us to restrict processing of your Personal Data e.g. if you contest the accuracy of the data
Data portability	The right to, in certain situations, receive the Personal Data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party
To object	The right to object:- - at any time to your Personal Data being processed for direct marketing (including profiling); - in certain other situations to our continued processing of your Personal Data, e.g. processing carried out for the purpose of our legitimate interests.
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

10.2 For further information on each of those rights, including the circumstances in which they apply, please contact our Compliance Team at data@watsonburton.com.

10.3 If you would like to exercise any of those rights, please:-

- 10.3.1 complete a data subject request form (available on request); or
- 10.3.2 email, call or write to us (see paragraph 13); and
- 10.3.3 provide us with enough information to identify you e.g. your full name, address and client or matter reference number;
- 10.3.4 provide proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- 10.3.5 let us know what right you want to exercise and the information to which your request relates.

11 KEEPING YOUR PERSONAL DATA SECURE

11.1 We have appropriate security measures to prevent Personal Data from being accidentally lost, used or accessed unlawfully and will limit access to your Personal Data to those who have a genuine business need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

11.2 We also have procedures in place to deal with a 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.

12 HOW TO COMPLAIN

12.1 We hope that we can resolve any query or concern you may raise about our use of your Personal Data quickly and amicably.

12.2 The GDPR also gives you rights to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

13 HOW TO CONTACT US

Please contact us by post, email or telephone if you have any questions about this Policy or the Personal Data we hold about you.

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