

# Privacy Policy

Your privacy is very important to us. Accordingly, we have developed this policy in order for you to understand how Willing Legal Services ('we') collect, use, communicate and make use of personal information we collect about you.

## **What information we collect about you and why?**

Willing Legal Services collects and uses your personal data for the purposes of administering our business activities to provide a service to our clients and prospective clients and to keep records of transactions on the basis that we have legitimate interests to do so.

## **How long do we keep this information?**

Where required by law and/ or regulation we keep most of your information indefinitely including any original documentation held by us. Any further information is held for 7 years after the date of closure of your file. If you ask us to remove any of your original documentation stored we may continue to hold information in relation to this for future reference.

## **Who do we share your information with?**

We may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights.

We will not obtain information about you to be transferred to unaffiliated third parties without the approval of yourself at the time and only when applicable.

We will not lend or sell your information to third parties. We will check with your first before passing your details on to anyone else.

## **Transfer of Personal Data**

From time to time we may pass personal data such as your name and email address to other services that we use to send out newsletters and other communications (both electronic and print). However, your personal data will remain in the EU or countries considered by the EU to have equivalent policies such as Jersey, Guernsey, Switzerland, New Zealand and Canada. Companies based in the USA that have certified with the EU-US Privacy Shield programme are also considered to be permitted destinations by the EU (this includes popular US products like Gmail, DropBox and MailChimp).

## **Marketing**

If you agree, we send you our newsletters up to maximum of 4 per year by email. If you ask us to remove you from our list, we may keep your personal details on an 'opted-out' list in order to ensure that we do not market to you again.

We may use your email or address for invitations to our events such as our Christmas drinks etc.

## **Your Rights**

You have certain rights in respect of the data we hold relating to you. Details of these rights can be found on the Information Commissioner's website. In order to exercise these rights or if you have any concerns about our use of your personal information, please contact us.

We will keep your information accurate however if at any time after giving us this information it becomes out of date, then we ask you to notify us directly and we shall remove or amend the information within a reasonable time frame and in accordance with legislative requirements.

### **Security**

Internet communication, including the use of emails is not secure. The protection of data by encryption is possible provided that the method is current and the correct procedure is followed at all times. We cannot accept any responsibility for unauthorised access by a third party or for the loss, theft or modification of data while it is being sent to us by email. For security purposes we monitor emails received and issued by us.

Please see our internet Privacy Policy for more information and the use of Cookies at our website of [www.willinglegalservices.co.uk](http://www.willinglegalservices.co.uk).

### **Changes to our Privacy Policy**

We keep our Privacy Policy under regular review. We reserve the right to amend this privacy policy at any time with or without notice. This Privacy Policy was last updated in May 2018. However, please be assured that if the privacy policy changes in the future, we will not use the personal information you have submitted to us under this privacy policy in a manner that is materially inconsistent with this privacy policy, without your prior consent.

We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.

### **Contact**

If you have any questions regarding this policy please contact us.