

Forbes Privacy Notice (Marketing)

Forbes Solicitors (“we”, “us” and “our”) are committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you as a recipient of marketing communications from us and also applies to your staff and other representatives which in this notice will be included within references to you. This privacy notice outlines how we intend to comply with the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

Forbes Solicitors is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained within this privacy notice.

In accordance with the GDPR we will seek to ensure that the following Data Protection Principles are followed and that the personal information we hold about you is:

1. Used lawfully, fairly and in a transparent way;
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with these purposes;
3. Relevant to the purpose we have told you about and limited only to those purposes;
4. Accurate and kept up to date;
5. Kept only as long as necessary for the purposes we have told you about;
6. Kept securely

What information do we collect about you?

In connection with our provision of services in connection with your instructions, we will collect, store and use the following categories of personal information about you:

- Personal information, including name, title, address, telephone number, personal email address, date of birth, gender;
- Information about services you have received from us in the past or services in which you have expressed an interest.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions
- Information about your health, including any medical condition, health and sickness records

How will we use the information?

We use this information to:

- Identify and communicate with you;
- Carry out “know your client” checks, where applicable;
- Analyse your legal position;
- Manage the delivery of services to you including where applicable the commencement and continuation of legal proceedings;
- Keep records relating to our provision of services;
- Assist in the running of our business;
- Comply with legal or regulatory requirements, including reporting of information to regulatory bodies;
- Provide information about services we can provide.

How do we use particularly sensitive information?

We will use your particularly sensitive personal information in the following ways.

- to consider whether we need to provide appropriate adjustments during the provision of services to you;
- to ensure meaningful equal opportunity monitoring and reporting.

Why do we need this information?

The legal bases we rely on for processing your personal information are one or more of the following:

- Consent has been obtained; or
- Processing is necessary for our legitimate interests.

For special category personal information where:

- You have given explicit consent; or
- Processing is necessary for the operation of social protection law in relation to equality.

We will only use your 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 one of the purposes listed above. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so or seek your consent.

Sharing your information

We will not ordinarily share your information with anyone else. However, there are certain circumstances where we will be required to share your information with organisations or our professional compliance. We will comply with the Data Protection Act 2018 when making any disclosure.

Where it is required or necessary we may share information with:

- Our regulators and professional bodies.

Data Security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a suspected breach where we are legally required to do so.

How long do we keep information about you?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or reporting requirements.

We may retain information about you for the purpose of providing marketing information until you inform us that you do not want to receive those communications from us or until we decide not to hold the information if earlier.

How can you access & control your personal data?

You can find out if we hold any personal information about you by making a 'subject access request' under the GDPR. If we do hold information about you, we will:

- Give you a description of it;
- Tell you why we are holding;
- Tell you who it has been disclosed to; and
- Let you have a copy of the information in an intelligible form.

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

You can request access to the information we hold about you at any time by contacting us (please see contact details section below). Please mark your request for the attention of our Data Protection Officer.

Your rights

If you believe that any of the personal information we hold about you is incorrect, you have the right to ask us to rectify that information at any time.

You may also have the right, in certain circumstances, to request that we delete your personal information, to block any further processing of your personal information or to object to the processing of your personal information. There are some specific circumstances where these rights do not apply and we can refuse to deal with your request.

If we are processing your personal information based upon your consent (e.g. as part of our marketing or promotional activities), you have the right to withdraw your consent at any time.

If you require any further information about your right to rectification, erasure, restriction of or object to processing or you wish to withdraw your consent please contact us (please see contact details section below).

Complaints

We take any complaints we receive about the collection and use of personal information very seriously. We would encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate. You can make a complaint at any time by contacting us (see contact details section below).

If you think our collection or use of personal information is unfair, misleading or inappropriate or if you have concerns about the security of your personal information, you also have the right to make a complaint to the Information Commissioner's Office. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contacting us

If you have any queries about the processing of your data, our Data Protection Officer is Daniel Milnes and he can be contacted by email on DataProtectionOfficer@forbessolicitors.co.uk.