

## PRIVACY POLICY

### Introduction

Welcome to the Privacy Policy of Pinney Talfourd LLP. Your Privacy is important to us, and we are committed to protecting your personal data.

### Purpose

This privacy policy aims to give you information on how we collect, use and process your personal data, including personal information we may collect when you visit our website. It also explains our use of cookies in accordance with our Cookies Policy and tells you how to contact us if you have any queries about how we use your personal information.

The website is owned by Pinney Talfourd LLP (referred to in this policy as the "Firm"). Our website is not intended for children and we do not knowingly collect data relating to children.

Pinney Talfourd LLP is the controller and is responsible for your personal data.

We have appointed a Data Protection Manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions relating to this privacy policy, please contact the Data Protection Manager using the details set out below;

**Legal Entity** : Pinney Talfourd LLP

**Title**: Data Protection Manager

**Name of Data Protection Manager**: Philip Cockram

**Email Address**: [Philip.Cockram@pinneytalfourd.co.uk](mailto:Philip.Cockram@pinneytalfourd.co.uk)

**Telephone Number**: 01708 255716

**Postal Address**: 54 Station Road, Upminster, Essex RM14 2TU

You have the right to make a complaint at any time to the Information Commissioners Office (ICO), who are the UK supervisory authority for data protection issues. We would, however welcome the opportunity to deal with your concerns before you approach the ICO so please contact us in the first instance.

### Third Party Links

This privacy policy only relates to our website. We do not control any links from our website to third party websites, plug-ins and applications. Clicking on those links and enabling those connections may allow third parties to collect and share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you read the privacy notice of every website you visit.

## Data We Collect About You

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Personal data or personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows;

1. **Identity Data** – includes title, names and date of birth
2. **Contact Data** – includes billing address, postal address, email address and telephone numbers
3. **Financial Data** – includes bank account and payment card details
4. **Transaction Data** – includes details about payments to and from you and others details of services you have purchased from us
5. **Technical Data** – includes IP address, login data, browse type and version, time zone setting and location, operating system and platform and other technology on the devices you use to access the internet
6. **Profile Data** – includes purchases and orders made by you, your interests, preferences, feedback and survey responses
7. **Usage Data** – includes information about how you use our website and services
8. **Marketing and Communications Data** – includes your preferences in receiving marketing from us and our third parties and your communication preferences

We also collect, use and share **Aggregated Data**, which includes statistical or demographic data. As aggregated data does not reveal your identity, it is not considered personal data. However, if we combine or connect the Aggregated Data with your personal data so that it can identify you, we treat the combined data as personal data.

We do not collect **Special Categories of Personal Data**, which includes race, ethnicity, religion, sexual orientation, political opinions, trade union membership, health and genetic and biometric data.

We do however collect information about criminal convictions and offences if relevant to your case.

## How We Collect Your Personal Data

We use different methods to collect data from and about you, including;

1. **Direct Interactions** – by completing forms, or corresponding with us by post or email or phone
2. **Automated Technologies/Interactions** - as you interact with our website, we may automatically collect technical data about your equipment, browsing actions and patterns. Please see our Cookie Policy for further details.
3. **Third Party or Publicly Available Sources** – we may receive personal data about you from various third parties or public sources, for example; technical data from Google, Contact and Financial data from services such as Worldpay and identity data from publicly available sources such as Companies House and the Electoral Register.

## How We Use Your Personal Data

We will only use your data when the law allows us to. Most commonly, we will use your personal data in the following circumstances;

1. Where we need to perform the contract we have or are about to enter into with you
2. Where it is necessary for our or your legitimate interests and fundamental rights do not override those interests
3. Where we need to comply with a legal or regulatory obligation

## Your Legal Rights

You have the right to:

1. **Request Access** to your personal data (commonly known as a Subject Access Request)
2. **Request Correction** of the personal data we hold about you
3. **Request Erasure** of your personal data
4. **Object to Processing Request Restriction of Processing** of your personal data
5. **Request Restriction of Processing** of your personal data
6. **Request the Transfer** of your data to a third party
7. **Withdraw Consent at any Time** where we are relying on consent to process your personal data

There will be some cases where these rights are overridden by our legal obligation to hold, process or transfer certain data.

## Data Security and Retention

The Firm employs appropriate security measures to safeguard and protect your personal information against unauthorised access, accidental loss, destruction and damage.

We will retain your personal data for as long as the law requires, taking into account the purpose for which it has been obtained and the nature of the information. We may retain your personal data for a longer period if it is necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse or enforcement of Terms and Conditions.

## Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites access cookies. Please note that if you disable or refuse cookies, some parts of our website may become inaccessible or not function properly.

## Opting Out

You can ask us to stop sending you Marketing messages at any time by following the opt-out links or by contacting us at any any time.

## **Change of Purpose**

We will only use your personal data for the purposes for which we have collected it, unless we reasonable consider that we need to use for another reason and that reason is compatible with the original purpose

## **Third Party Service Providers**

We may use selected third party service providers such as experts and property search agencies when dealing with your case. We may also use selected third party service providers to monitor client satisfaction. We require all third party service providers to respect the security of your personal data and to treat it in accordance with the law.

## **Marketing**

We will only market to you where you have given express consent.

Our employees have undertaken internal data privacy training relating to direct marketing to our clients.

You can administer the Cookies that our website uses.