

# Alliance Legal Costs Ltd

## Privacy Policy

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This Privacy Policy ('the Policy') (together with any other of our terms and conditions, and any other documents referred to in them) sets out the basis on which any personal data we collect from you, or that you provide, will be processed by us. Please read this Policy carefully to understand our views and practices regarding your personal data and how we will treat it.

We will only use your personal data in the manner set out in this Policy and in a way that is fair to you. We will only collect personal data where it is necessary for us to do so and where it is relevant to our dealings with you. We will only keep your personal data for as long as it is relevant to the purpose for which it was collected or for as long as we are required to keep it by law.

The Policy sets out (1) who we are and describes (2) the information we collect (3) how we use your information (4) where we store your information and (5) the lawful basis of processing

### **1. Who we are**

For the purpose of the General Data Protection Regulations (the "Regulations"), the data controller is Alliance Legal Costs Ltd, a company registered in England and Wales under company number 05760246, whose registered office is at 1 Billing Road, Northampton Northamptonshire, NN1 5AL. Our registration number with the Information Commissioner's Office is Z3147711.

We will refer to Alliance Legal Costs Ltd as ('Company', "us", "we", or "our") which operates <http://www.alliancelegalcosts.co.uk> "Site".

The user of our Site and other business or personal contacts that we deal with as customers or suppliers are referred to as 'you' or 'your'.

This Policy explains what happens to any personal data that you provide, or that is collected from you as part of our usual business, marketing and/or accessing our Site.

The majority of the data that we collect and store will be business data relating to the customer that we are dealing with. However, as part of our business processes we will be collecting and using limited personal data to include customers names, email addresses, addresses and mobile phone numbers (where applicable).

We use such personal information only for providing you with quotes, our services and to ensure that we keep in touch with our customer base.

### **2. Information we Collect**

The majority of the data that we collect, and store will be business data relating to the businesses that we are dealing with and contracts that are being undertaken.

However, we will also need to process personal details including sensitive personal data relating to the client work that we undertake.

As part of our business we will process limited personal data to include your name, email address job title, IP address, mobile phone number (where applicable).

### **3. How we use your information**

We use your information to provide you with our services.

We will also use your information in the following ways:

1. To provide you with information regarding our Company.
2. To deal with our clients.
3. To provide you with billing information in relation to our Company.
4. To carry out our obligations arising from any contracts entered into between you and us.
5. To notify you about changes to our Company

### **4. Where we store your personal data**

1. All information you provide to us electronically are stored on our Cloud-based server. We use industry standard security and firewalls on our server.
2. Hardcopy data is stored in a secure location on our site or held in a secure archive facility.
3. We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of your information.
4. Only authorised personnel and contractors have access to your information.
5. We will ensure personal data is secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

We maintain reasonable physical, electronic, and procedural safeguards to protect Personal Data from loss, misuse and unauthorised access, disclosure, alteration and destruction. As part of those safeguards we use technology designed to protect personal data during its transmission and prevent transmission errors or unauthorised acts of third parties.

However, while we strive to protect your personal data, in light of the inevitable risks of data transmission over the internet, we cannot guarantee full protection against any error occurring during the course of personal data transmission which is beyond the Company's reasonable control.

Since all personal data is confidential, access is limited to employees, contractors and agents of the Company, who have a need to know such data in carrying out their tasks. All the people who have access to your personal data are bound by a duty of confidentiality and subject to disciplinary actions and/or other sanctions if they fail to meet these obligations.

### **5. Lawful basis of Processing**

We will generally process personal data regarding clients and people that we provide our services to as we are under contract. As part of the contract we will need to process personal data in relation to the client file. The processing of such personal data is necessary for the contract or we have been asked to take specific steps before entering into a contract.

We may also process limited personal data of contacts for the purposes of the legitimate interests of the Company. We have a legitimate interest in undertaking targeted sending limited emails to our contacts regarding news about our business. We have balanced this legitimate interest of the Company against the rights of the individual and do not conclude this is unreasonable, as at all times the data subject has a right to be forgotten and their personal details deleted.

## **6. The Right to deletion and correction**

The GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

You also have the right to access information held about you by emailing our contact email address.

We take all reasonable steps to ensure we have the correct Personal Information on you. You have the right to ask us for a copy of the information supplied by you that we hold. We may ask you to verify your identity and for more information about your request. If you would like to make a request for information, please contact [cmitchell@alliancelegalcosts.co.uk](mailto:cmitchell@alliancelegalcosts.co.uk).

You also have the right to ask the Company to stop using your information. However, if this involves a request for deletion of emails or documents you have sent we may not be able to do so, particularly as we have to comply with our contractual obligations to keep all correspondence and documentation that relate to our business. Where we are unable to comply with your request we will provide reasons for failing to do so.

## **7. When we share your information**

We will **not** sell, rent or trade your Personal Information.

Other than as set out in this Policy, we shall NOT sell or disclose your personal data to third parties without obtaining your prior consent unless this is necessary for the purposes set out in this Privacy Policy or unless we are required to do so by law.

## **Transfers of Data in Europe**

Data protection legislation is harmonised throughout the European Economic Area ('EEA') which comprises the EU member states, Norway, Iceland and Liechtenstein. Countries outside the EEA do not generally have the same level of protection for personal information

as those within the EEA. We do not anticipate the need to transfer personal data in Europe and certainly will not be engaging with the transfer of data outside the EEA.

### **Other websites**

The Website may, from time to time, contain links to other websites. If you follow a link to any of those websites, please note that those websites have their own privacy policies and that we do not accept any responsibility or liability for those policies. Please check those policies before you submit any personal data to those websites

### **Consent**

1. By submitting limited personal data to us, you consent to our use of your data and of anyone you represent in the manner set out in this Policy (as amended from time to time, as described below) and you are responsible for ensuring that you have authority to consent on behalf of anyone about whom you submit data to us.
2. You can revoke any consent you have given us under this Policy at any time by contacting Claire Mitchell at us at [cmitchell@alliancelegalcosts.co.uk](mailto:cmitchell@alliancelegalcosts.co.uk), and referencing this Policy in the email subject line, using the body of the email to say what consent you are revoking.

### **Changes to This Policy**

This Policy is effective as of 16.05.18 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change this Policy at any time and you should check this Policy periodically. Your continued use of Our Business after we post any modifications to this Policy will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Policy.

If we make any material changes to this Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our Site.

### **Contact Us**

If you have any questions about this Policy, please contact us.

If you have any queries about the information we hold on you, please email :-

[cmitchell@alliancelegalcosts.co.uk](mailto:cmitchell@alliancelegalcosts.co.uk)

Last updated: May 2019