



Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Post: Hannah Sparrow, Hannah Sparrow Solicitors, 6, Nelson Mews, Southend-on-Sea, Essex, SS1 1AL, GB

Telephone: 07502256397

Email: info@hannahsparrowsolicitors.com

What information we collect, use, and why

We collect or use the following information **to provide and improve services for clients, to comply with legal requirements, to protect client welfare, to deal with queries and complaints and to enable us to enter into a contract with you:**

- Names and contact details (including email address and telephone numbers)
- Addresses

- Identification documents
- Biometric information (where used to identify someone)
- Occupation
- Date of birth
- Marital /Civil Partnership status
- Gender
- Client account information/ Financial transaction information
- Usage data (including information about how you interact with and use our website, products and services)
- Website user information
- Correspondence

In certain circumstances we may also collect the following sensitive personal information:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health and wellbeing information
- Sexual orientation
- Information regarding convictions and offences

We also collect:

Any other personal information required to comply with legal obligations

Lawful bases and data protection rights

Our lawful bases for collecting or using personal information are to **comply with legal requirements, to protect client welfare and for dealing with queries, complaints or claims:**

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- You have the right to view the information we hold about you (within one month of you requesting it), and to have your information corrected or removed from our files (erasure). You can take this step by writing to Hannah Sparrow at the address at the top of this Privacy Policy.
- You also have the right to request us to limit how we can use your personal information or object to the processing of your personal information. You also have the right to request that we transfer the information you gave to us to another organisation, or to you (data portability). You can take these steps by writing to Hannah Sparrow at the address at the top of this Privacy Policy.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation, such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

- From you providing this information to us
- Legal bodies or professionals (such as courts or solicitors)
- Publicly available sources

How long we keep information

It is our policy to retain your personal information for the length of time required for the specific purpose or purposes for which it was collected.

- The period of the hardcopy file for your matter (including your personal data) will be retained is set out in our terms of business letter or where a longer time period is required by applicable laws
- We will keep your original documents or deeds until such time as your documents are returned to you or destroyed.

- Please note we must always maintain a record of your name, your contact details, the name of your matter and when your file was opened and closed, even if you request us to delete the electronic records of your matter.

Who we share information with

We share personal information with

- Organisations we're legally obliged to share personal information with
- Third parties:
 - Other professionals
 - Barristers, medical professionals, experts, other solicitors, care providers and courts

Cookies and Google Analytics

We use cookies and Google Analytics to help us monitor how many people view each page and how they found our website. We can't see who you are or any of your personal details.

Cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to Hannah Sparrow (Data Controller/Data Processor) using the contact details at the top of this Privacy Policy.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

This Privacy Policy was last updated 4th November 2024