

Shacklocks LLP

Solicitors & Investment Advisors

Information about you - Privacy Notice

1. Your Personal Data

Solicitors have always been under a professional and legal obligation to keep the affairs of clients confidential, and you can rest assured that this will continue throughout your relationship with Shacklocks LLP. We now wish to provide you with more detail about the personal data we collect from you and how we will use it. This information is contained in this Privacy Notice.

We are committed to ensuring that your privacy is protected and any personal data or information that we hold about you is secure. We have put appropriate and reasonable arrangements in place to reduce the risk of unauthorised access to data held by us.

This Privacy Notice explains what information we collect and store about you and why. It also tells you who we share this information with, and how to contact us if you have a complaint.

Shacklocks LLP, collects, uses and is responsible for personal information about you. When we do this, we are the 'controller' of this information for the purposes of the UK General Data Protection Regulation and other applicable data protection laws (GDPR). In order to provide legal or financial services Shacklocks LLP and its employees are also 'processors' of personal information.

2. What information do we obtain?

Our clients will usually be the source of information we collect.

The GDPR sets out a definition of 'personal data' and also provides a class of special category data.

The following are examples of the personal data we will collect when you make an enquiry or when you instruct us for legal or financial services:

- Your name, address, telephone number, date of birth, and national insurance number
- Electronic contact details e.g. your email address and mobile phone number
- Documentation and information to verify your identity or to undertake a credit or other financial check.
- Details of your legal or financial needs which may require us to collect more detailed personal information about you such as your employment status, and details of your income and expenditure and assets and liabilities.
- When we are instructed by you to do legal work as detailed in our Order Form, we ask for additional information specific to the work required. This may include information on third parties such as information about beneficiaries where you are an Executor or Trustee. This could also include personal information about other people such as family members, potential defendants, children, beneficiaries and any other relevant or interested party.
- We may also need to collect special category data such as health data, sexual orientation, social care history and records, details of religious or other beliefs, details of relevant criminal convictions or trade union membership information.

- Financial information so far as is relevant to your instructions (e.g. source of your funds and wealth if you are instructing on a property purchase or making an investment etc) and also to enable us to make payments to you and receive payments from you.

3. Your personal data received from other sources

Where instructed by you to provide legal or financial services, we will collect and process information from other sources such as:

- Conflict checking services, anti-money laundering checking services, medical records providers, employers, and statutory services where relevant to your legal enquiry.
- It may be necessary from time to time to seek a personal search from a credit-referencing agency, including checks against other company directors where you are instructing us in your capacity as a company director.
- Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of our website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies, and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

This Privacy Notice contains links to other websites including the Information Commissioners Office website www.ico.org.uk. This Privacy Notice only applies to Shacklocks LLP so when you link to other websites and organisations you should read their privacy policies.

4. Why we collect your personal information and how we use it

It is necessary for us to collect and process your personal data (including special category data such as health data) in order to complete our contractual obligation to provide you with legal or financial services.

We may also collect and process another person's personal information such as establishing beneficiaries in a Probate or Trust matter, a spouse in a divorce matter, or opposing party information in a contentious matter.

In order to fulfil our contractual obligation to provide you with legal or financial services it may be necessary for us to disclose your personal information to third parties such as for example: medical or financial experts, insurance companies, public bodies (for example: the court, HM Revenue and Customs or the Department for Work and Pensions), and estate agents.

As part of the quality accreditations, we have achieved including but not limited to Lexcel and the Conveyancing Quality Scheme, assessments are periodically carried out by specially trained and experienced assessors. To ensure that we are meeting the client care requirements of the scheme, assessors will need to inspect some client files. There is a possibility that the documents within your file will be inspected. We ask you to consent to this sharing of your personal data at the end of this Privacy Notice.

In addition, to meet our statutory obligations, files may also be inspected by the Financial Conduct Authority, the Solicitors Regulation Authority, or any other body by whom we are regulated.

We may ask other organisations to carry out tasks on our behalf in order to fulfil our contractual obligations. For example, identity checks, storage of files and documents, processing large volumes of medical records, or shredding. We will always seek a confidentiality agreement with outsourced providers.

It is necessary for us to disclose information under legal and/or regulatory requirements, such as our duty to disclose information to the National Crime Agency, and to perform anti-money laundering checks.

We will share personal information with law enforcement agencies if required by applicable law.

Information may be held at our offices and those of our group companies, and third party agencies, service providers, representatives and agents as described above. Information may be transferred internationally to other countries around the world, including countries that do not have data protection laws equivalent to those in the UK, for the reasons described above. We have security measures in place to seek to ensure that there is appropriate security for information we hold.

Personal data will not be used for any other purpose other than has been set out in this notice.

5. Legal Basis

We need to inform you of the legal basis we rely upon when processing your information. These are as follows:

- The processing is necessary for the performance of our contract to provide you with legal services.
- The processing is necessary in order to comply with legal obligations to which we are subject, for example, complying with court directions, investigations by the Legal Ombudsman, the Financial Ombudsman Service, the Solicitors Regulation Authority or the Financial Conduct Authority.
- The processing is necessary for the purposes of legitimate interests pursued by us such as for the purpose of conflict checking, identity checking, for use in the defence of potential complaints, legal proceedings or fee disputes, for keeping anti-money laundering records, for training in confidence, for securing and maintaining accreditations, for notifying you of updates to the law or for otherwise complying with our professional obligations.

In the cases of sensitive personal data, we rely on the following:

- Sometimes this information may already be publicly available.
- The processing is necessary for the establishment or defence of legal claims, relating either to your instruction to us to provide you with legal or financial services, or in relation to potential complaints and legal proceedings against us.
- The processing is necessary for reasons of substantial public interest, such as complying with court orders, complying with investigations carried out by the Legal Ombudsman, the Financial Ombudsman Service, the Solicitors Regulation Authority, the Financial Conduct Authority, the Information Commissioners Office or any other statutory regulator, and/or to otherwise comply with our professional obligations.

6. Can I refuse to provide personal data?

We will only require personal data that is relevant to your legal matter. Without all relevant information we may be unable to provide you with accurate and timely legal advice, or act in your best interests.

You may decide not to provide us with personal data when requested but if you do, you should be aware that we may not be able to provide legal or financial services to you, and/or we may have to end our contract with you.

7. Marketing

We carry out marketing activities. In order to do so, we collect your name, address, email address, name of your organisation (if applicable) telephone number and details of your personal circumstances and your enquiry.

We would like to put your details on our databases and computer systems, and from time to time contact you to provide you with information we believe may be of interest to you such as changes in the law which may impact the work we have previously completed/are completing for you (including newsletters, publications and details of seminars).

8. Children

From time to time, it will be necessary for us to collect and process children's personal data to enable us to perform our contractual obligations to you or to others. When we are instructed to provide services to a child under the age of 18, we will need a parent or guardian to provide instructions to us on the child's behalf. We are required to obtain information to verify that the person seeking to provide instructions does in fact hold parental responsibility for the child.

Where the information relates to potential beneficiaries in an estate or trust who are children, we will require the Executors or Trustees to confirm that they have consent to provide us with this information.

9. Storage of papers and documents

After completing work for you, we are entitled to keep all your papers, documents and personal data whilst there is money owed to us for our charges and expenses. In addition, depending on the nature of your case, we will keep your papers and personal data for you in storage. Please note that storage is on the clear understanding that we have the right to destroy your file after such period as we consider reasonable, or convert the file into an electronic format for storage and destroy the physical file upon its conversion, or to make a charge for storage if we ask you to collect your papers and you fail to do so. We will retain all papers for a minimum of 6 years after completion. Depending on the nature of the work we complete for you, we may deem it necessary to retain your papers and personal data for longer. Papers, documents and personal data will be destroyed in accordance with our Destruction Policy.

We will not of course destroy any documents such as Wills, Deeds and other securities which you ask us to hold in safe custody. No charge will be made to you for such storage unless prior notice in writing is given to you of a charge to be made from a future date that may be specified in that notice.

If we retrieve papers or documents from storage in relation to continuing or new instructions to act in connection with your affairs, we will not normally charge for such retrieval. However, we will charge £40.00 plus VAT for producing stored papers or documents to you or another at your request. We may also charge on a time basis for reading, correspondence or other work necessary to comply with your instructions.

10. Your rights

Under the GDPR, you have a number of important rights that you can exercise free of charge. In summary, these rights are:

- A general right to transparency over how we use your personal data and fair processing of your information. This policy sets out how we will use your data;
- Access to your personal information and other supplementary information;
- Require us to correct any mistakes or complete missing information we hold on you;
- Require us to erase your personal information in certain circumstances;
- Receive a copy of the personal information you have provided to us or have this information be sent to a third party, this will be provided to you or the third party;
- Object at any time to processing of your personal information for direct marketing;
- Object in certain other situations to the continued processing of your personal information;
- Restrict our processing of your personal information in certain circumstances;
- Request not to be subject to automated decision making which produce legal effects that concern you or affect you in a significantly similar way;

If you want more information about your rights under the GDPR please see the Guidance from the Information Commissioners Office on their website at www.ico.org.uk. These rights are subject to the conditions and restrictions set out in the UK General Data Protection Regulation and other applicable data protection laws.

If you want to exercise any of these rights or make a subject access request, please email, call or write to us using the details provided in section 13 below.

We may ask you to provide information so that we can identify you and the information we hold about you, such as your specific matter number. We may need to contact you to request further information to verify your identity, when contacting us, please:

- Let us have proof of your identity and address;
- State the right or rights that you wish to exercise;

We will respond to you within one month from when we receive your request.

11. Future Processing

We do not intend to process your personal information for any reason other than stated within this privacy notice.

12. Changes to this privacy notice

This privacy notice was published May 2018 and last updated May 2026.

We constantly review our internal privacy practices and may change this policy from time to time. When we do, we will publish updates to this policy on our website. If you have an ongoing contract with us at the time of the update, we will provide you with a copy in writing or by email. Updates will also be published on our website.

13. Questions or Concerns?

The person responsible for data protection is our Risk Compliance and Quality Manager, Patrick Wood. If you have any questions about this privacy notice or the information we hold about you, please contact us using the details below. The best way to get in touch is to email us at the address below. However, if this is not possible, please telephone or write to us at the following:

- dataprotection@shacklocks.co.uk
- Risk, Compliance and Quality Manager, St Peter's House, Bridge Street, Mansfield, Nottinghamshire, NG18 1AL
- 01623 626141 and ask to speak to the Risk, Compliance and Quality Manager

We hope that you are happy with the information provided about the use of your Personal Data.

Please also contact us if you have any concerns about our use of your personal data. We hope we will be able to resolve any issues you may have.

You may also have the right to lodge a complaint with the Information Commissioner's Office (the UK data protection regulator also known as the ICO).

The contact details for the Information Commissioner's Office are:

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>.

14. Alternative formats

If it would be helpful to have this Notice provided in another format (for example: in another language, audio, braille) please contact us (see 'Get in touch' above).

15. Consent for Inspection of your Personal Data

We require your consent for our accrediting bodies to inspect your files from time to time. If you wish to consent, please tick and initial the box below:

- ☐ I give Shacklocks LLP permission to share my personal data with accrediting bodies.

Initial _____

16. Keeping in Touch

We will keep in touch with you where we consider it is necessary to do so to meet our professional or legal obligations, for example, where we are appointed as trustees or attorneys, or where we consider it important to notify you of changes to the law.

In addition, we may store and use your personal details for marketing purposes. We need your specific consent for this, and if you are happy to provide that consent, please tick and initial the box below.

- ☐ I give Shacklocks LLP permission to store my personal details for marketing purposes and to contact me from time to time regarding legal or financial services.

Initial _____

You have the right to withdraw this consent at any time, but this will not affect the lawfulness of any processing activity we have carried out prior to you withdrawing your consent. You can opt-out by informing us that you wish to withdraw. Please see the 'Get In Touch' section above for information about how to contact us.

Signatures

I / we confirm that I / we have received a copy of this Privacy Notice.

Signature 1: _____ Date: _____

Signature 2: _____ Date: _____