

Privacy Policy

1. PURPOSE

When you deal with Lisa's Law Ltd, you trust us with your information. We take privacy seriously and we are committed to protecting the data you provide to us. This policy explains when and why we collect personal data about you, how this data is used, the conditions under which it may be disclosed to others, and how it is kept secure.

2. WHO WE ARE

Lisa's Law Ltd is a limited liability company with registered company number 07973501 and its registered office is at 13 London Road, London, United Kingdom. SE1 6JZ. Lisa's Law Ltd is the controller of your personal data when you engage it to provide services to you; this means that Lisa's Law Ltd decides why and how your personal data is processed. Lisa's Law Ltd is registered with the Information Commissioner under registration number ZA095329.

3. HOW WE COLLECT YOUR PERSONAL DATA

We may collect and process the following information about you in the following ways.

We may receive information about you from you or third parties when we are acting for a client and we are required to obtain information about you, for example if you are a seller of a property we are instructed to purchase. The information we receive may include your contact details, identification information, financial information and details included in any correspondence and information about you in connection with any matter on which we are engaged to advise our client (including biographical and personal/circumstantial details). Where we receive information about you, we will only use that information for the purposes of the legal transaction.

3a. Information that you give to us

You give us information about yourself when you make an enquiry to Lisa's Law Ltd, or engage us to provide legal services to you, or when entering information via our, opt-in/consent forms, or by communicating with us by phone, post, e-mail, social media or otherwise. It includes additional information that you provide to us during the course of any legal matter.

The information you give to us mainly includes your contact details, identification information, financial or billing information, employment information and details included in any correspondence and information about you in connection with any matter on which we are engaged to advise you (including biographical and personal/circumstantial details to help us pursue or defend your case).

3b. Information we receive from other sources

We may receive information about you from third parties. For example from:

In transactional matters

Law firms, accountants and other professional advisors acting for you where our client is a party to or otherwise concerned in the course of, for example:

- a commercial or domestic property transaction;
- a family, trust or probate matter; and
- due diligence.

Customers of financial institutions

Banks, building societies and finance companies, where you are their customer/debtor.

Clients acting in a representative capacity

Personal representatives, attorneys, trustees, deputies and litigation friends who may provide us with information in connection with a matter including litigation which we are conducting for a client.

Friends, family members or colleagues who may provide information to us about you as part of the work we undertake for them, for example where you are or may be:

- a sponsor for immigration applications;
- appointed by them in some representative capacity, such as executor; or
- a subject in or a witness to a dispute.

Our people

Recruitment consultants who may provide information about you to us in relation to a potential job at Lisa's Law Ltd;

Employers who may provide a reference on you to us.

Regulatory

Regulatory bodies when making regulatory enquiries;

The police when making enquiries into potential criminal offences.

Professional advisers who may refer your case or matter to us.

Any other introducer of a case or matter to us.

Public sources

We may supplement the personal data collected from you with information from publicly available sources, such as information to validate your identity or address.

3c. Information we collect about you

We may automatically collect information about you without directly asking you to provide the information to us. In common with most other businesses, this will mainly include information gathered automatically through your use of our website.

Mandatory information

Please note that your provision of documents for identity verification purposes is necessary for us to comply with our legal and statutory obligations. Failure to provide these documents will result in our being unable to undertake identity verification as required by the Money Laundering Regulations 2017 and, subsequently, we will not be able to act for you.

4. TYPE OF PERSONAL DATA WE PROCESS ABOUT YOU

As a law firm dealing with cases and matters, we may process a range of personal data about you. We have grouped the type of information into categories (please note that not all categories may be applicable to you):

- Banking - information used to send/receive funds to/from you or that appears on your bills
- Behavioural - your activities, actions and behaviours
- Biographical - your life experiences and circumstances
- Cardholder - your payment card details
- Contact - information which can be used to address, send or otherwise communicate a message to you (i.e. email address, postal address, employer name and job title)
- Correspondence - information contained in our correspondence or other communications with you
- Employment - your previous, current or future employment details
- Identification - information contained in a formal identification document or social security or other unique reference relating to you
- Sensitive/Special Categories of Personal Data - your racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, any personal data that relates to your health, sex life, sexual orientation or criminal offences or records or any genetic or biometric data about you

5. HOW AND WHY WE USE YOUR PERSONAL DATA

We may use the information we collect about you in the following ways:

5a. When it is necessary for us to perform a CONTRACT with you

- We may use and process your personal data where we have supplied you (or continue to supply you) with any legal services.
- We will use your information in connection with the contract for the provision of services when it is needed to carry out that contract or for you to enter into it.
- We may also use and process your personal data in connection with our recruitment activities, if you apply for a position with us (whether directly or through a third party) or send your details to us on a speculative basis.

5b. When we have a LEGITIMATE INTEREST

We may use and process your personal data where it is necessary for us to pursue our legitimate interests as a business for the following purposes;

- to carry out our conflict checks to ensure that we are able to provide services to you;
- to enter into and perform the contract we have with your business;
- for the prevention of fraud and other criminal activities;
- to verify the accuracy of the data that we hold about you and to create a better understanding of you as a client;
- to undertake analysis to inform our business and marketing strategy;
- to manage and deliver internal projects for business improvement;
- for network and information security purposes to enable us to take steps to protect your personal data against loss or damage, theft or unauthorised access;
- to assist in the management of queries, complaints or claims;
- to notify you or your business of changes in the law that might affect you or your business; and
- for the establishment, exercise or defence of our legal rights.

5c. When you have provided CONSENT

Where you have given us your consent (via our opt-in consent process), we will use and process your personal data to send you email communications about blogs, company updates and relevant legal updates.

Please note that your information may be used to send you details of our products or services that we have identified as likely to be of interest to you, based on the preferences you have indicated to us.

We will seek separate and specific consent from you in circumstances where we wish to feature your identity in a published testimonial or wish to include your image in a photograph or video in connection with public relations or promotional activities.

You have the right to withdraw your consent at any time. Please see [Withdrawing your consent](#) for further details.

5d. When required by LAW

Where you engage us to provide legal services to you, we will need to process your personal data and the personal data of third parties in order to comply with our legal obligations, for example under the Immigration Procedure Rules or the Law Society Conveyancing Protocol. We also have a legal obligation to comply with the SRA's Code of Conduct.

It is also a legal requirement for you to provide us with information to verify your identity in connection with anti-money laundering and criminal financing legislation. We will use that information for the purpose of complying with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (or such other legislation that may replace or supersede these Regulations from time to time) unless we have obtained your consent to use it for any other purpose.

We may also use and process your personal data in order to comply with other legal obligations to which we are subject, as follows:

- to maintain a register of corporate gifts and hospitality to comply with anti-bribery laws;
- to maintain a record of undertakings where you are either a beneficiary of an undertaking or the person obliged to perform it;
- to maintain a record of undertakings where Lisa's Law Ltd is the giver or receiver of an undertaking; and
- to comply with our other legal and regulatory obligations, e.g. undertaking conflict checks.
- In the VITAL INTERESTS of the individual.

5e. Special categories of personal data

We may need to use more sensitive personal data (known as "special categories of personal data") about you or others associated with you, for example your family. We will only use this kind of information where:

- we have your explicit consent;
- it is necessary for us to use this information to protect your vital interests or those of another person where it is not possible to obtain consent;
- it is necessary for us to do so in connection with the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity; or

- in exceptional circumstances, another of the grounds for processing special categories of personal data are met.

Where you have provided us with explicit consent to use special categories of personal data about you, you may withdraw your consent for us to use this information at any time. Please see [Withdrawing your consent](#) for further details.

Please note that if you choose to withdraw your consent for us to use special categories of personal data about you, this may impact our ability to provide legal or support services to you.

6. OTHERS WHO MAY RECEIVE OR HAVE ACCESS TO YOUR PERSONAL DATA

6a. Our suppliers and service providers

Our work for you may require us to provide information to third parties who will use your information for the purposes of providing services to us or directly to you on our behalf. Such third parties may include our insurers, for example.

When we use third party service providers, we only disclose to them any personal data that is necessary for them to provide their services and we have an agreement in place that requires them to keep your data secure and not to use it other than in accordance with our specific instructions.

6b. Others involved in your case or matter

Our work for you may require us to provide information to third parties such as law firms, accountants, counsel and other professional advisers, who will use your information in connection with your case or matter. They may provide their own services directly to you.

Where we are engaged by a third party such as a bank or lender in connection with your contract with them, we may share information with that third party about the progress of the case.

Any third party to whom we disclose information about you will be under an obligation to keep your information secure and not to use it for any purpose other than that for which it was disclosed unless you agree with them otherwise.

6c. Credit/debit card payment processors

All payment information is handled using encrypted technology and we are compliant with the Payment Card Industry Data Security Standards (PCI-DSS). Where you make a payment to us by credit or debit card, we will use the payment card information only for the purpose of processing that specific transaction.

No credit or debit card details are stored once your payment has been processed and the transaction is completed.

When you pay for any services your credit/debit card payment is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions.

6d. Other ways in which we may share your personal data

We may transfer your personal data if we are under a duty to disclose or share it in order to comply with any legal obligation, to detect or report a crime, to protect your vital interests, to enforce or apply

the terms of our contracts or to protect the rights, property or safety of our visitors and clients. However, we will always take steps to ensure that your privacy rights continue to be protected.

7. WHERE WE STORE YOUR PERSONAL DATA

All information you provide to us for our use is stored securely within the UK and the European Economic Area (EEA).

Any third parties transferring your data outside of the EEA must also have in place appropriate safeguards as required under data protection law.

8. HOW LONG WILL WE KEEP YOUR PERSONAL DATA FOR

If we collect your personal data, the length of time for which we retain it is determined by a number of factors including the type of data, the purpose for which we use that data and our regulatory and legal obligations attached to this use. We do not retain personal data in an identifiable format for longer than is necessary.

We maintain internally a full schedule of types of data and the specified period of time we will retain this for.

Typically, the retention period is as follows:

- Retention in case of queries. We will retain client files for a minimum of 6 years.
- Retention of data about potential instructions. We will keep this data for a period of 6 months up to 6 years, depending on the type of transaction.
- Retention in accordance with legal and regulatory requirements. We will carefully consider whether we need to retain your personal data after the period described above in case of a legal or regulatory requirement.

8a. Recruitment data

We will retain your application data for up to 6 months following receipt of your application unless you request us to hold your application data for longer.

The only exceptions to this are where:

- the law requires us to hold your personal data for a longer period, or delete it sooner;
- you exercise your right to have the data erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law.

9. YOUR RIGHTS

You have a number of rights in relation to your personal data under data protection legislation. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us to search for your personal data. We will respond to you within one month from either the date that we have confirmed your identity; or where we do not require ID because we already have this information, from the date we received your request.

9a. Accessing your personal data

You have the right to ask for a copy of the data that we hold about you by emailing SAR@lisaslaw.co.uk or writing to us at our main office 13 London Road, London SE1 6JZ. We may not provide you with a

copy of your personal data if it concerns other individuals or we have another lawful reason to withhold that data.

9b. Correcting and updating your personal data

The accuracy of your data is important to us, if you change your name or address/email address, or you discover that any of the other data we hold is inaccurate or out of date, please let us know.

9c. Withdrawing your consent

Where we rely on your consent as the legal basis for processing your personal data, as set out under Section 5, you may withdraw your consent at any time by emailing info@Lisaslaw.co.uk

If you would like to withdraw your consent to receiving any email communications which you previously opted-in, you can do so using our Unsubscribe tool at the footer of the email. Alternatively, you can email info@lisaslaw.co.uk

9d. Objecting to our use of your personal data made about you

Where we rely on our legitimate interests as the legal basis for processing your personal data for any purpose(s) as set out under Section 5, you may object to our using your personal data for these purposes by emailing info@lisaslaw.co.uk or writing to us at 13 London Road, London SE1 6JZ. Except for the purposes for which we are sure we can continue to process your personal data, we will temporarily stop processing your personal data in line with your objection until we have investigated the matter. If we agree that your objection is justified in accordance with your rights under data protection legislation, we will permanently stop using your data for those purposes. Otherwise, we will provide you with our justification as to why we need to continue using your data.

You may object to us using your personal data for direct marketing purposes and we will immediately comply with your request. If you would like to do so, please use our Unsubscribe tool on the email.

9e. Erasing your personal data or restricting its processing

In certain circumstances, you may ask for your personal data to be removed from our systems. Provided we do not have any continuing lawful reason to continue processing or holding your personal data, we will make reasonable efforts to comply with your request.

You may also ask us to restrict processing your personal data where you believe our processing is unlawful, you contest its accuracy, you have objected to its use and our investigation is pending, or you require us to keep it in connection with legal proceedings. We may only process your personal data whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company or in connection with legal proceedings.

9f. Transferring your personal data in a structured data file

Where we rely on your consent as the legal basis for processing your personal data or need to process it in connection with your contract, as set out under Section 5, you may ask us to provide you with a copy of that data in a structured data file. We will provide this to you electronically in a structured, commonly used format, such as a CSV file.

You can ask us to send your personal data directly to another service provider, and we will do so if this is technically possible. We may not provide you with a copy of your personal data if this concerns other individuals or we have another lawful reason to withhold that data.

9g. Complaining to the UK data protection regulator

You have the right to complain to the Information Commissioner's Office (ICO) if you are concerned about the way we have processed your personal data. Please visit the ICO's website for further details.

10. SECURITY MEASURES

Once we have received your personal data, we have in place reasonable and appropriate controls to ensure that it remains secure against accidental or unlawful destruction, loss, alteration, or unauthorised access.

11. MARKETING AND OTHER COMMUNICATIONS

You will only receive communications from Lisa's Law Ltd (including information about our products and services, relevant legal updates, and other news) if you indicate to us a preference ("opt-in") to do so on our website.

We do not rely on your consent to receive communications indefinitely. You will receive an email from us at intervals of no less than 2 years where you will be asked to re-confirm your consent and your contact details, are current and accurate.

If you are a client or contact of Lisa's Law Ltd, we may contact you personally to notify you of changes in the law that might affect you or your business, or specific information that may benefit you or your business.

We will never share your information with third party partners for their own marketing uses.

12. CONTACT US

Please direct any queries about this policy or about the way we process your personal data to our Practice Manager using the contact details below.

Practice Manager, 13 London Road, London. SE1 6JZ. Our email address for data protection queries is info@lisaslaw.co.uk If you would prefer to speak to us by phone, please call 02079043982.