

DATA PRIVACY NOTICE
GENERAL DATA PRIVACY REGULATIONS
SEPTEMBER 2018
DATE OF REVISION 11/09/2018

BACKGROUND:

Mair Matheson understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law. We do not collect and use any personal data that we do not need. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy statement. This policy is effective from **11th September 2018**.

1. Information about us

Mair Matheson Solicitors Ltd is a firm of lawyers who have been providing legal services based in Newmilns, Ayrshire for decades with clients throughout Scotland.

Address: 53 Main Street, Newmilns, Ayrshire, KA16 9DA.

Email address: enquiries@mairmatheson.co.uk

Telephone number: 01560 321 225

2. What does this notice cover?

This Privacy notice explains how we utilise your personal data: how it is collected, how it is held and how it is processed. It also explains your rights under the General Data Protection Regulation.

3. What is personal data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.



Personal data is, in simpler terms, any information about you that enables potential or definitive identification. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What are my rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This privacy notice should tell you everything you need to know. You can contact us to find out more or if you have any queries using the details in Part 11.
- b) The right to access any personal data in which we hold about you. Part 10 gives information on how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose/s.
- g) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service, client or business in many cases.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.



If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. What personal data do you collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us).

- Business name
- Address
- Telephone number
- Social media handles
- Name
- Email address
- Job title/Profession
- Payment information
- Information about your preferences and interests
- Photographs/Videos
- ID copies
- Age
- Gender
- Nationality
- Employment information
- Family relationships
- Financial information



6. How do you use my personal data?

Under the GDPR, we must always have a lawful basis for utilising your personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for the following purposes:

- Providing and managing your account
- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our service to you.
- Communicating with you or any relevant parties. This may include responding to emails or calls from you or any relevant parties.
- Supplying you with information by email and/or post.

7. How long will you keep my personal data?

We will retain your personal data for as long as necessary to fulfil the purposes for what we collected it, including for the purposes of satisfying any legal, accounting or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure, the purposes for which we keep your personal, and the applicable legal requirements. Business records will be held on our database until a request is received to have them deleted or the business is no longer trading.

8. How and where do you store or transfer my personal data?

We will only store your personal data in the United Kingdom. This means that it will be fully protected under the GDPR.



9. Do you share my personal data?

We may sometimes contact other parties when necessary on your behalf. These may include payment processing and delivery of information. In some cases, third parties may require access to some or all of your personal data that we hold. If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely and in accordance with your rights, our obligations and the third party's obligations under the law.

We contract with third parties and those third parties are located mostly within the United Kingdom. We may very infrequently contract with the third parties that are located outside of the European Economic Area (The "EEA" consists of all EU member states, plus Norway, Iceland and Liechtenstein). If any personal data is transferred to a third party outside of the EEA, we will take all suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the United Kingdom and under the GDPR, as explained above in Part 8.

In some limited circumstances, we may be legally required to share certain personal data, which may include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. How can I access my personal data?

If you want to know what personal data we hold about you, you can ask us for details of that personal data and obtain a copy (where any such data is held). This is known as a "subject access request" (SAR).

All subject access requests should be made in writing and sent to Mair Matheson's email or our postal address shown in Part 11. There is usually no charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within less than one calendar month and, in any case, not more than one calendar month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time.



In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three calendar months from the date we receive your request. You will be kept fully informed of our progress.

11. How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: enquiries@mairmatheson.co.uk

Telephone Number: 01560 321 225

Postal address: 53 Main Street, Newmilns, Ayrshire, KA16 9DA

12. Changes to this privacy notice

We may change this privacy notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available by email notification to yourself.