



Privacy Notice

In order that you are reliably informed about how we operate, we have developed this privacy notice which describes the ways in which we collect, manage, process, store and share information about you.

As an essential part of our business, we collect and manage client and non-client data. In doing so, we observe the UK data protection legislation, and are committed to protecting and respecting clients' and non-clients' privacy and rights. Specifically, we act as a "Data Controller" in respect of the information gathered and processed by us.

What Information (personal Data) do we hold about you?

- Your name, date of birth, national insurance number
- Contact details including your address, telephone number and email address
- Your marital status, ie single, married
- Disability
- Bank details (if required)
- Passport or driving licence information

We also process sensitive classes of information that includes:

- Physical or mental health details, and
- Racial or ethnic origin.
- Criminal convictions

We will seek your permission if we need to record any of your sensitive personal data on our systems.

Where do HDH Law obtain your personal data?

We collect this in a number of different ways. For example, you may provide this data to us directly, online or over the telephone, or when corresponding with us by letter.

How we use your data and the legal basis for processing your data.

HDH Law will only use your personal data to comply with legal obligations, to establish and defend its legal rights and to prevent and detect crimes. We may need to share your personal data with other people for this reason.

HDH Law operates on the Contract legal basis:-

Marketing

HDH Law will only use your personal data to manage your case and to communicate with you. Your personal data will not be used by third party agencies but may from time to time be passed on to doctors, hospitals or chambers for reporting and progression of your case.

How long do HDH Law keep your personal data?

HDH Law typically keeps your personal data long enough to make it can satisfy its legal obligations. We will keep your information long enough to ensure that, if a query arises in the future we have enough information to deal with it. To meet this aim most personal data will be kept for a minimum of 6 years from the end of your dealings or longer if deemed necessary.

Keeping your personal data safe

Personal data held by HDH Law is stored securely on the firm's servers. HDH Law hold data in various

forms, including electronic databases and paper files. HDH Law takes all reasonable steps necessary to ensure your data is adequately protected and processed in line with this privacy notice.

It is necessary from time to time to share some of your personal data with third parties to obtain reports and for them to store your data on HDH Law behalf. HDH Law takes data security seriously. Secure email facilities are in place and sensitive documents are password protected.

Is The Processing Of Information Likely To Cause Individuals To Object Or Complain?

HDH Law is not aware of any justifiable reasons that would constitute a legitimate reason for objecting or complaining about the way we process or control information.

How to help keep your personal data up to date

We need to ensure your personal data is accurate and up to date. Please inform us if your details change. You have a right under data protection law to have any inaccurate personal data corrected and incomplete data completed.

Your rights as a data subject

If you feel that HDH Law are not handling your data correctly you have the right to lodge a complaint directly with the Information Commissioner (ico.org.uk) who can be contacted on 0303 123 113. You may be asked to provide proof of identity when making these requests.

1. The right to be informed

Individuals have the right to be informed about the collection and use of their personal data.

2. The right of access

Individuals have the right to access their personal data and supplementary information. The right of access allows individuals to be aware of and verify the lawfulness of the processing

3. The right to rectification

The right for individuals to have inaccurate personal data rectified, or completed if it is incomplete. An individual can make a request for rectification verbally or in writing

4. The right to erasure

The right to erasure is also known as 'the right to be forgotten'. Individuals can make a request for erasure verbally or in writing.

5. The right to restrict processing

Individuals have the right to request the restriction or suppression of their personal data

6. The right to data portability

The right to data portability allows individuals to obtain and reuse their personal data for their own purposes across different services. It allows them to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without affecting its usability

7. The right to object

Individuals have the right to object to:

processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statist

8. Rights in relation to automated decision making and profiling

The GDPR has provisions on: automated individual decision-making (making a decision solely by automated means without any human involvement); and profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process

SAR (subject access request)

A subject access request (SAR) is simply a written request made by an individual to obtain the personal data which HDH Law hold for them.

HDH Law must act without undue delay and at the latest within 1 month of the date of the request. This may be extended if the request is complex. HDH Law will contact the individual and inform them that an extension is necessary.

Photographic I.D may be required if the identity of the individual is in doubt.