

Introduction

The HM Group of companies (Hillyer McKeown LLP, HM Group Services Limited and HM Bamboo Limited hereinafter referred to as “**HM Group**”) is committed to protecting the privacy of our clients and website visitors. The HM Group is made up of different legal entities. This privacy policy is issued on behalf of the HM Group so when we mention “**HM Group**”, “**We**”, “**Us**”, “**Our**” in this privacy policy, we are referring to the relevant company in the HM Group responsible for processing your data.

We understand the importance you place on the privacy and security of information which personally identifies you, and we value our relationship with you. Whether you are a first-time visitor or client or a regular user of our services, we take your privacy seriously. This policy explains how we look after your personal data when you visit our website and tell you about your privacy rights and how the law protects you.

Any questions or requests surrounding this policy should be directed to Mr Paul Beckett, who can be reached by emailing pb@law.uk.com.

About the HM Group

This privacy policy covers the HM Group, its websites, mobile applications and mobile websites (collectively referred to as the “**Platforms**”) except where you are notified of another privacy policy by the specific entity which collects your information.

The HM Group includes a number of related businesses including:

- Hillyer McKeown LLP which is a company registered in England and Wales under company number OC344864 and with a registered office at Gorse Stacks, George Street, Chester, CH1 3EQ.
- HM Group Services Limited which is a company registered in England and Wales under company number 11957109 and with a registered office at Gorse Stacks, George Street, Chester, CH1 3EQ.
- HM Legal Services Limited which is a company registered in England and Wales under company number 09975109 and with a registered office at Gorse Stacks, George Street, Chester, CH1 3EQ; and
- HM Bamboo Limited which is a company registered in England and Wales under company number 12805294 and with a registered office at Gorse Stacks, George Street, Chester, CH1 3EQ.

Privacy Policy

Data Controller or Processor

If We are provided with personal information under contract via a third party, it is likely We will be acting as a Data Processor or acting as Joint Controllers. If this is not the case, then We will be acting as the Data Controller.

To progress your enquiry, We will ask for your consent based on your acceptance of this privacy policy and understanding how we process your personal data.

The Data We collect about you

Personal data means any information about an individual from which that person can be identified. It does not include data where the identity has been removed.

We may collect, use, store and transfer different kinds of personal data about you including:

- **Identity Data including;** your name, title, gender, marital status, date of birth, health records, employment records and property information.
- **Contact Data including;** address, email address, telephone numbers.
- **Financial Data including;** bank account details.
- **Service related Data including;** information that is generated in the course of the progression of your matter or services we provide, purchases of services made by you, your preferences, feedback and survey responses.
- **Technical Data including;** IP address, search items, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths.
- **Usage Data Including;** information about how you use our website and services.
- **Marketing and Communications Data including;** your preferences in receiving marketing from us and your communication preferences.

Collecting personal information

We ask you for personal data only when it is needed to provide services you have enquired about or asked Us to provide, to respond to your requests for information or to enable Us to carry out our legal obligations in connection with instructions you may have given Us.

We use different methods to collect data from and about you including through:

- Direct Interactions – You may give use us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data when you:
 - Enquire about our services.
 - Interact with Us via Our website personal message service.
 - Subscribe to our publications.
 - Request marketing to be sent to you.
 - Enter a competition, promotion or survey.
 - Give us feedback or contact us.
- Automated technologies and interactions – As you interact with our website we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technology. For further information, please see our [cookie policy](#).
- Third parties or publicly available sources – We will receive personal data about you from various third parties and public sources as set out below:
 - Analytics providers such as Google.
 - Search information providers based inside or outside the EU.
 - Identity, Contact, Financial and Service Related Data from referral sources; and
 - Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register.

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

We may also record phone calls for the purposes of staff training, mitigation of disputes and the collection of consent from data subjects.

Where We need to collect personal data by law, or under the terms of a contract We have with you, and you fail to provide that data when requested, We may not be able to perform the contract we have or are trying to enter into with you.

Using personal data

Personal data submitted to us through our website, phone calls, emails or in person will be used for the purposes specified in this policy.

We may use your personal information to:

- (a) act upon, process and progress instructions given by you to us;
- (b) allow us to comply with our legal obligations in acting upon your instructions;
- (c) enable your use of our services;
- (d) send you information;
- (e) process payments;
- (f) send statements, invoices and payment reminders to you, and collect payments from you;
- (g) send you non-marketing commercial communications;
- (h) send you email notifications that you have specifically requested that form part of the service;
- (i) send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
- (j) deal with enquiries and complaints;
- (k) keep our website secure and prevent fraud;
- (l) verify compliance with the terms and conditions governing the use of our website (including monitoring private messages sent through our website private messaging service).
- (m) We will not supply your personal information to any third party for the purpose of their or any other third party's direct marketing without your express consent.
- (n) All our website and financial transactions are handled through our payment services provider, Worldpay. We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, directly, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

(o) We do not use any automated decision-making processes or profile of you based on the data you provide.

(p) Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending upon the types of information we receive).

We may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground We are relying on to process your personal data.

We will only use your personal data for the purposes for which We collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If We need to use your personal data for an unrelated purpose, We will notify you and We will explain the legal basis which allows us to do so.

Please note that We may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

You can ask us to stop sending you marketing messages at any time by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of service experience or other transactions.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see [our cookie policy](#).

Disclosing personal information

We may disclose your personal information to any of Our employees, officers, insurers, professional advisers, consultants, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy and in the delivery of Our services.

We may disclose your personal information to any member of Our group of companies. This means our subsidiaries, our ultimate holding company and all its subsidiaries insofar as reasonably necessary for the purposes set out in this policy as defined in Section 1159 of the UK Companies Act 2006.

We may disclose your personal information:

- (a) to the extent that we are required to do so by law;
- (b) in connection with any ongoing or prospective legal proceedings;

(c) in order to establish, exercise or defend our legal rights including providing information to others for the purposes of fraud prevention and reducing credit risk;

(d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and

(e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

(f) except as provided in this policy, we will not provide your personal information to third parties.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

International data transfers

We do not transfer any personal data outside of the EEA, should this requirement change then we will contact you again to obtain your explicit consent to the transfers.

Retaining personal information

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes We collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if We reasonably believe there is a prospect of litigation in respect to our relationship with you.

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 unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

There is no statutory period defined in legislation, so our retention period is based on 7 years retention unless there is a legal or business requirement to retain the data in excess of 7 years. Further details of our retention policy can be found below and full details of our file storage /destruction policy are available on request.

Security of personal information

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

All communications via our website, payment transactions, electronic documents and database records will be protected by encryption technology. You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping the password you use for accessing our website confidential; we will not ask you for your password (except during authenticating access to electronic systems).

Amendments

We may update this policy from time to time to keep up to date with legal requirements and the way we operate our business. If We decide to change our privacy policy we will place any updates on this webpage and the privacy sections of any relevant Platforms.

You should check this page regularly to ensure you are happy with any changes to this policy.

If at any point we decide to make fundamental changes to our privacy policy, we will seek to inform you by notice on our website or on the relevant section of any other Platform or email.

Your rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data:

- The right to be informed about the collection and the use of personal data.
- The right to access personal data and supplementary information.
- The right to have inaccurate personal data rectified, or completed if it is incomplete.
- The right to erasure (to be forgotten) in certain circumstances.
- The right to restrict processing in certain circumstances.
- The right to data portability, which allows the data subject to obtain and reuse their personal data for their own purposes across different services.
- The right to object to processing in certain circumstances.
- Rights in relation to automated decision making and profiling.
- The right to withdraw consent at any time (where relevant).
- The right to complain to the Information Commissioner.

If you wish to exercise any of the rights set out above, please contact Us.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, We may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, We could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Third party websites

Our website includes hyperlinks to, and details of, third party websites.

We have no control over, and are not responsible for, the privacy policies and practices of third parties if you register with them independently. If you follow any link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies.

Data protection registration

We are registered as a data controller with the UK Information Commissioner's Office.

Our data protection registration can be found here: <https://ico.org.uk>

Our details

We are registered in England and Wales under registration number Z4737214 and our registered office is at Gorse Stacks House, George Street, Chester, CH1 3EQ.

Our principal place of business is at Gorse Stacks House, George Street, Chester, CH1 3EQ.

You can contact us:

- By post, using the postal address given above.
- Using our website contact form.
- By telephone, on the contact number published on our website; or
- By email, using the email address published on our website.
- By online live chat.

Or you can contact our Data Protection Officer directly by email at pb@law.uk.com.

Annexe A

File Retention Schedules

Matrimonial Matters	15 Years
Litigation	12 Years
Drafting of Wills	25 Years
House Purchases	15 Years