
Client Care - Data Privacy Notice

Fairstep Solicitors Limited trading as Fairstep Solicitors are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data at the direction of and on behalf of a controller.

Data subject – Client or other Natural person for whom data may be held

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

Fairstep Solicitors are the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: Fairstep Solicitors, 174-176 Hamilton Road, Felixstowe, IP11 7DU (T: 01394 277941 E: info@fairstep.co.uk). For all data matters contact our Data Protection Officer, Aiden Jakubik at aiden@fairstep.co.uk or at the address and phone number above.

3. The purpose of processing your personal data

We use your personal data for acting on your behalf as legal advisors and representatives.

4. The categories of personal data concerned and how they are obtained

With reference to the categories of personal data described in the definitions section above, we process the following categories of your data:

- The Personal data that you provide to us which may include your name, address, email address, phone number and personal financial information.

We have obtained your personal data from one of the following sources:

- Direct contact by yourself to the office and/or website;
- A referral from an estate agent;
- A referral from a mortgage broker;
- A third party acting on your behalf; or
- Information provided by you within the last two years from legal work undertaken for previously.

We will have contacted you prior to the opening of our file to ascertain the details provided to us are correct and that you wish to proceed with our services.

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

'Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract'	We process your data in respect of a contract with you as our client or, the prospective contract between yourselves and Fairstep Solicitors.
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More information on lawful processing can be found on the [ICO website](#).

6. Sharing your personal data

Your personal data will be treated as strictly confidential, we do not sell your data to any third parties. In order to maintain our high level of client satisfaction your data may be available to the following companies in order to process your instructions;

- Our case management provider (Redbrick Solutions)
- Our accounts software provider (Cognito FiLOS)
- Our external Accounts Manager (Cashroom)
- Our external IT company (T8LK)
- Land Registry
- HMRC

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and generally for a period of approximately 10 years in order to keep a record of your instructions in case of legal claims and for the purposes of checking conflicts of interest.

8. Providing us with your personal data

You are under no statutory or contractual requirement or obligation to provide us with your personal data. However, failure to do so will mean that we cannot act on your behalf in respect of your instructions to us.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority)); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of Data Abroad

We do not transfer personal data outside the European Economic Area.

11. Automated Decision Making

We do not use any form of automated decision making in our business.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Officer.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.