

## **Privacy Statement**

Cornwall Defence takes your privacy very seriously and below you will find the details of how we deal with your personal information. We will only use your personal information in the normal course of our business and in accordance with the General Data Protection Regulations [GDPR], any other relevant legislation and in accordance with our professional duty of confidentiality. Cornwall Defence will not contact you speculatively.

### **Clients**

Cornwall Defence hold the personal information you give us in relation to your case to allow us to deal in the normal course of our business, apply for any Legal Aid Funding and to represent you in your matter. We may, dependent upon your case hold information provided to us by third parties such as medical records or character references. This information includes details of your identity, any contact details you provide us with, any financial records to apply for Legal Aid Funding and any information relating to your case to allow us to provide our service to you. We keep all personal information provided to us in a secure manner.

We only disclose your personal information in the normal course of our business, when it is in your best interests such as requesting or sharing information with the Crown Prosecution Service to progress your case, Defence Counsel or any instructed experts on your case, the Legal Aid Agency and any auditor who undertakes quality control of our business. We may if necessary share your personal information with our insurers.

The personal information will be kept in your Client File which may be held electronically or hard copy. The personal information will be held by us for six years following the conclusion of your case after which it will be destroyed confidentially unless you tell us you wish to collect it.

### **Accessing our Website**

When you visit our website we use a third party service, Google Analytics to collect standard internet log information and details of your visitor behaviour patterns to find out the number and frequency of visitors to sections of our website. There is no attempt from this information to allow Google to find out the identities of those visitors to our website. We only collect information that identifies you personally via the contact form on the website.

Any personal information you provide to us via the contact form will only be held by us for the purpose needed. If we are unable to help you with an enquiry your data will be deleted straight away. If you become a Client of ours following your contact, we will add this personal information to your Client file.

### **Complaints**

If you make a complaint to us we hold your personal information for the purposes of investigating and responding to a complaint. We do compile reports of complaints which may be provided to the Legal Aid Agency, the Law Society or auditors that undertake quality control on our business. We do not publish any reports externally. We keep all complaint files for a period of six years from closure.

### **Applicants**

If you apply for employment with us or work experience the information provided will only be used for the purpose of processing your application or request including your name and contact details. Any information provided will be used to assess your suitability for the role you have applied for including your education, previous experience, any referees you provide and any relevant questions answered. You will be asked to provide equal opportunities information although you are not obliged to provide it and your application will not be affected. Any equal opportunities information is only used to monitor equal opportunities statistics.

If you are offered an employment role we are required to confirm the identity of all employees and their right to work here in the UK. You will be required to provide proof of identity, proof of any qualifications and we may contact the referees you have provided.

Any unsuccessful applicant's details are destroyed confidentially within twelve months.

### **Employees**

We hold personnel files for all employees which only the Partners have access to. The personal information held includes contact details, qualifications, bank information to process payments and emergency contact details. We hold personal data of employees throughout their employment and six years after their employment ends.

We share personal information of our employees with our pension provider, Nest as required to facilitate pension payments and any reports. We also share personal information with HMRC to facilitate payment of Income Tax and National Insurance.

### **Your Rights**

You have a right to know what data we hold about you and to request this in writing from us. Further information relating to this can be found at [www.ico.org.uk](http://www.ico.org.uk).

If you wish to make a complaint relating to the personal information we hold relating to you, please email us at [office@cornwalldefencesolicitors.co.uk](mailto:office@cornwalldefencesolicitors.co.uk) or write to Cornwall Defence Solicitors, Victoria Square, Roche, PL26 8LQ