Privacy notice – Client

wilkinchapmanrollits.co.uk

wilkin chapman rollits

A new perspective

1 Introduction

Wilkin Chapman LLP trading as Wilkin Chapman Rollits is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act 2018 (DPA), the UK General Data Protection Regulation (UK GDPR), as amended by the Data (Use and Access) Act 2025, and where applicable, EU GDPR. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

The firm has appointed a Data Protection Officer. If you have any questions regarding this notice or the data we hold about you, please contact: dataqueries@wcrlaw.co.uk

2 What information do we collect about you?

2.1 Personal data

We process your personal information to enable us to provide you with legal services and to meet our legal, statutory and contractual obligations. We will keep your personal data confidential (unless we are legally required to disclose it to a third party) and use it only to enable us to act in your best interests and carry out your instructions.

We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

'Personal data' means any 'information relating to an identified or identifiable natural person ('data subject').' In simple terms, information that can be used to identify who you are.

The personal data we collect from you may include:

- Name, address, date of birth
- Telephone numbers and email addresses
- IP address, mobile device ID's, social media posts
- Financial details such as bank and lender information, details of benefits, savings and investments.
- Insurance details
- National insurance number
- Car registration number
- Gender and nationality
- Occupation and your employment details. Trade union membership or other applicable memberships
- Personal identity documents, such a passport, driving licence and proof of your address for example a utility or council tax bill
- Medical records and details of medical conditions
- Personal information relating to a complaint
- CCTV image of visitors to our offices
- Voicemail messages received from you
- Recordings of our telephone calls with you for training and monitoring purposes when dealing with some specific fee earners

2.2 Special category data

Special categories of personal data (sensitive personal data) relate to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.

The special categories of data we collect from you for the purposes of acting on your behalf or dealing with a legal matter, may include:

- Medical information
- Information relating to children in Personal Injury, Family or other legal matters
- Information relating to sex life or sexual orientation
- Ethnic origin or race (when applicable to a legal matter)
- Any other special category data, where specifically required for the purpose of carrying out a legal contract at your request

In order for us to process your special category data we would need to establish a legal basis for doing so. We would not process your sensitive data unless one of the below applied:

- You gave us your explicit consent (under UK GDPR you have the right to withdraw this at any time) to do so
- It related to sensitive data which you had already made public
- The processing was necessary in order to protect your vital interests and you were physically or legally incapable of giving consent
- Where it is necessary for reasons of substantial public interest
- Where there is some other legal basis that allows us to use the information

3 How will your information be used?

We will use your data to:

- Provide you with legal services you have requested from us
- Fulfill our contractual obligations to you
- Obtain further information about you or a company you represent
- Fulfill any compliance or legal obligation to which we are subject
- Verify your identity
- Process your payment details
- Collect and recover monies owed to us

4 What is the legal basis for processing your personal data?

We may lawfully process your personal data where we have a lawful basis for doing so. Lawful bases include holding and using your data to fulfil our contractual obligations to you or to ensure your contractual obligations to us are met, to enable us to comply with our statutory and regulatory obligations or where we (or a third party to whom you disclose it) have a legitimate interest in holding and using your information.

5 Sharing and disclosing your information

We may share your information with other professionals such as Solicitors, Barristers, Experts, Accountants, Banks, Building Societies, Estate Agents, Licensed Conveyancers, Insurance Companies or other third parties who are acting on your behalf in connection with the matter for which we are providing legal services to you. We regard such processing of personal data as lawful processing as it is linked to the performance of our contractual obligations to you or for compliance with a legal obligation to which we are subject.

We require all third party service providers to keep your personal information confidential and to use it only for specific purposes and in accordance with our instructions.

We may use or share any of your personal data which you made public for purposes of communicating with you. We regard such processing of personal data as lawful processing as it is held on publicly accessible databases, registers or lists and its use by us will be compatible with the reasons that justify its presence on such databases, registers or lists.

We may share personal data with trusted technology providers, software providers and other professional service providers who support our business operations and the handling of data protection requests. Such providers will only process personal data on our instructions and subject to appropriate contractual safeguards.

It may be necessary to share your personal data with credit reference agencies, our auditors, fraud prevention agencies, the Solicitors Regulation Authority, National Crime Agency, Serious Fraud Office, Information Commissioner's Office, Legal Aid Agency and other regulators and authorities who require reporting of processing activities under certain circumstances.

We will not use, share or transfer any information that you provide to us other than to send you information about our services that we consider relevant to you, subject to your express consent to hold and use your information for such purposes.

6 Data transfers to third countries and the safeguards in place

Third Countries are any countries outside the European Union and the European Economic Area for whom UK GDPR does not apply. Some of these countries do not have adequate data protection controls.

We will not transfer your personal data to third countries without:

- Advising you of the risks involved
- Your explicit consent to the proposed transfer

7 How long will your information be held?

We will keep your personal data for no longer than is necessary for the above specified purposes. This is likely to be a minimum period of 6 years after which time it will be confidentially destroyed. In some cases data is kept for a longer period of time to adhere to the Limitation Act; a copy of our Data Retention Schedule is available upon request. Where we are relying solely on your consent we will keep your personal data until you either:

- Withdraw your consent
- We no longer consider it necessary to keep your personal data, whichever occurs first

This is subject to our obligations to adhere to any overriding legal requirements.

8 Retention of items held in our storage

If we are holding Deeds, Wills and Lasting Powers of Attorneys, these will be retained until we they are either requested from you.

9 Automated decision-making and use of artificial intelligence

We may use technology, including artificial intelligence assisted tools, to support the provision of legal services, administration, compliance, risk management, fraud prevention, identity verification, document review, transcription, research, matter management and client communications. Where we use such tools, we will do so in accordance with applicable data protection law, our professional obligations and our information security requirements.

We do not use artificial intelligence or automated processing to make decisions about you which are based solely on automated processing and which produce legal effects, or similarly significant effects, without appropriate human involvement. If this position changes, or if we use automated decision-making in a way that materially affects you, we will provide you with further information about the decision, the logic involved, the likely consequences for you and the safeguards available to you, including the right to obtain human intervention, express your point of view and challenge the decision.

10 Your data

You have a right to access the personal information we hold about you. This includes your right to:

- Know what personal data we hold about you
- Know with whom we have shared/or will share you personal data with
- Know how long we will store your personal data
- Object to the processing of your personal data
- Ask us to stop using/storing the information we hold about you where it is inaccurate, where we no longer need to use the information or where there is no lawful basis for us to continue to process it*
- Ask us to erase the information we hold about you. (the right to be forgotten)
- Ask us to transfer your data to you or another person in a secure and structured machine-readable format

Any requests or objections should be made in writing to:

Data Protection Officer
Wilkin Chapman LLP
Cartergate House
26 Chantry Lane
Grimsby DN31 2LJ
Email: dataqueries@wcrlaw.co.uk

*We will stop using/storing your information unless we can demonstrate why we have a legitimate business interest which overrides your interests, rights and freedoms.

11 Security of your information

We take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure, loss or destruction. All our information is stored on secure servers, or cloud-based services in the UK.

We have several layers of security measures in place including a hardware firewall to prevent unauthorised access and anti-virus software, daily data back-ups, encryption of sensitive data, password protection and confidential shredding. Our staff regularly undertake training on data protection and cyber awareness.

12 How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may in the first instance, contact our Data Protection Officer using the contact details above, or by emailing dataqueries@wcrlaw.co.uk. Please refer to the 'Data protection complaints procedure' on our website footer.

If you remain dissatisfied, then you have the right to apply directly to the Information Commission for a decision.

The Information Commission can be contacted at:

ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Website: Information Commissioner's Office (ICO)
Contact ICO: Contact us - public | ICO

The ICO helpline number is: 0303 123 1113