

Privacy Notice for Clients

Who are we?

Ismail & Co Solicitors is authorised and regulated by the Solicitors Regulation Authority, SRA number: 569798. We are a 'controller' under the General Data Protection Regulation (GDPR) and other relevant UK and EU legislation.

What information will we collect from you?

We will only collect information from you that is relevant to the case that we are dealing with. In particular, we may collect the following information from you which is defined as 'personal data':

- Personal details
- Family, lifestyle and social circumstances
- Financial details
- Business activities of the person whose details we are processing
- Any other personal information that might relate to your matter and your instructions.

We may also collect information that is referred to as being in a 'special category'. This could include:

- Physical or mental health details
- Racial or ethnic origin
- Religious beliefs or other beliefs of a similar nature
- Criminal convictions
- Sexual orientation
- Trade Union membership

How will we use your information?

We will mainly use your information for the provision of legal advice and this is necessary for the performance of the contract between us. We may also use it for:

- Administering any accounts
- Processing your bank/credit card details to obtain payment
- The prevention and detection of fraud
- Market Research
- Marketing
- Credit reference checks (where appropriate)

On what basis will we process your data?

We will process your data on the following basis: performance of contract, legal compliance, consent and legitimate interests.

We will process your 'special category' data on the following additional conditions:

- for the purposes of carrying out the obligations and exercising specific rights in the field of employment law
- for the protection of vital interests of persons where they are physically or legally incapable of giving consent
- for the establishment, exercise or defence of legal claims
- for statistical purposes, doing so proportionately and anonymising your data where possible

Who will we share your information with?

Under our professional obligations and Code of Conduct, there are very strict rules about who we can share your information with and this will normally be limited to other people who will assist with your case. This may include:

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- Barristers
- Medical experts
- Courts and Tribunals
- Healthcare, social and welfare organisations

Where you authorise, we may also disclose your information to your family, associates or representative.

For further details on this, please refer to our Privacy Policy which is also in our website www.ismailandco.com

How long will we keep your information for?

We will keep your information throughout the period of time that we do work for you and afterwards for a minimum period of six years (and longer in some types of legal transactions) as we are required to do so by law.

Transfers outside the EEA

We may, from time to time, transfer your personal data to a country outside of the EEA. This will only be done if necessary for the performance of your contract with us or for the exercise or defence of legal claims on your behalf.

What rights do you have?

You have a series of rights under the General Data Protection Regulation which includes the 'Right of access'. Further information on all these rights and how to exercise them can be obtained from our Data Privacy Manager.

Right of Access

You have a right to see the information we hold about you. To access this, you need to provide a request in writing to our Data Privacy Manager together with proof of identity. We will usually process your request free of charge and within 30 days, however, we reserve the right to charge a reasonable administration fee and to extend the period of time by a further two months if the request is manifestly unfounded or vexatious and/or is very complex.

Full details are available in our data subject access policy which is available on request from the Data Privacy Manager.

Who can you complain to?

If you are unhappy about how we are using your information or how we have responded to your request, then please raise your concerns to the person responsible for your case. If this does not resolve the problem to your satisfaction, then please contact our Data Privacy Manager, who will look into the matter for you.

If your complaint remains unresolved then you can also contact the Information Commissioner's Office, details for which are available at www.ico.org.uk.

Data Privacy Manager

Name: Djanan Ismail (Principal, Solicitor)
Email: DIsmail@ismailandco.com
Postal Address: 288 Southbury Road Enfield, London Middlesex, EN1 1TR