



Privacy Notice

At Simon Adams Solicitors, we understand our responsibility to protect and respect your privacy and look after your personal data.

This Privacy Notice explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others, and how we store your personal data securely.

We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

Who we are

Simon Adams is a firm of Solicitors based in Manchester, registration number 382415.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but not limited to, your consent, progressing your claim, billing, and to contact you.

How do we collect personal data from you?

We receive information about you when you complete our forms, forms of our intermediaries, if you contact us by phone, email, or otherwise in respect of any of our services.

What type of data do we collect from you?

The personal data that we may collect from you includes your name, address, email address, phone numbers, and where appropriate, GP details. We retain records of your queries and correspondence, in the event you contact us.

How do we use your data?

- To progress your claim for compensation;
- To comply with the contractual obligations we have with you;

- To enable us to review and improve services;
- To provide customer care, including responding to your requests if you contact us with a query;
- To detect fraud and to make sure what you have told us is correct.

Retention periods

We will keep your personal data for the duration of the period you are our Client. We will retain your data only for as long as necessary in accordance with applicable laws. On the conclusion of your matter, we may keep your paper based data for up to 6 years (or if we represent a child on your behalf 6 years from when they turn 18 years of age). We will not be able to delete your data before this time due to our legal obligations. Accounting based data, such as compensation monies paid and legal fees earned will normally be retained for longer.

Who has access to your personal data?

Your information is confidential and we will only share it outside of Simon Adams with third parties for the purposes of progressing your claim. We may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of Simon Adams, our clients, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute resolution. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

For the avoidance of doubt, we do not, and never will, sell your personal data to third parties for marketing or advertising purposes.

Your rights and responsibilities

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep some data, but please inform us if you think we are retaining or using your

personal data incorrectly. In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you.

Where you are a new client, our Privacy Notice will be provided to you at the beginning of our working relationship. Existing Clients will receive this notice at the first opportunity.

You must maintain the accuracy of your information and ensure all your details, including, but not limited to, name, address, title, phone number, e-mail address are kept up to date at all times. As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data emailed to us and any transmission is at your own risk.

You have the right to access the information we hold about you. Please email your requests so that we can obtain this information for you.

Links to other sites on our website

We may provide links to third party sites. Since we do not control those websites, we encourage you to review the privacy

policies of these third party sites. Any information that is supplied on these sites will not be within our control and we cannot be responsible for the privacy policies and practices of these.

Your protection

Once we have received your information, we will use strict procedures and security features to ensure as best as possible against unauthorised access and to protect your data in accordance with applicable laws and our terms and conditions.

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with as necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at info@simondams.info

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

Tel: 0303 123 1113