

PRIVACY NOTICE AND COOKIE POLICY (REVISION 07 FEBRUARY 2019)

This License Agreement (the “**Agreement**”) is made and becomes effective on the date the Services are provided to you on behalf of Fidelitas Law Limited (the “**Commencement Date**”).

WHEREAS:

- Fidelitas Law Limited (“we”, “our” or “us”, the “Controller”), trading as “FL Solicitors” is a firm of solicitors and a body recognised by the Solicitors Regulation Authority under section 9 of the Administration of Justice Act 1985.
- This privacy notice will inform you as to how we look after your personal data when: (a) you use our services or (b) visit our website (regardless of where you visit it from).
- This privacy notice will also inform you about your privacy rights and how the law protects you.
- For further information, please contact enquiries@filsolicitors.com

NOW, THEREFORE, in consideration of the foregoing, and of the mutual promises and undertakings contained herein, and other good and valuable consideration received in respect of the Services, the parties agree as follows:

1. Interpretation

The definitions and interpretative provisions found in the heading and throughout, apply to this Agreement.

- 1.1 “Personal Information” means any information relating to an identified or identifiable living individual. Also referred to as Personal Data in this document.
- 1.2 “Services” means the services provided by FL Solicitors as set out in the agreed Quote and Scope of Work.
- 1.2 “Controller” means the person on whom the obligation to process the data is imposed by the enactment (or, if different, one of the enactments) is the controller.
- 1.3 “Data subject” means the identified or identifiable living individual to whom personal data relates.
- 1.4 “Technical Data” includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- 1.5 “Usage Data” includes information about how you use our website.
- 1.6 “Aggregated data” Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.
- 1.7 “Special Category of Personal Data” includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

- 1.8 “Legitimate Interest” means the interest of our business in conducting and managing our business to enable us to give you the best service and the best and most secure experience.
- 1.9 “Online Services” refers to www.flsolicitors.com and www.fidelitaslaw.co.uk and any other website, mobile app or other online service created or hosted by us from time to time on which this privacy policy appears
- 1.10 “Data Protection officer” refers to the individual appointed in accordance with section 69 of the Data Protection Act 2018 (Part 3, Chapter 4, s.69, “Data Protection Act 2018”).
- 1.11 “External Third Parties”
 - 1.11.1 Service providers acting as processors based in the UK who provide IT and system administration services.
 - 1.11.2 Professional advisers acting as processors including lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services.
 - 1.11.3 HM Revenue and Customs, regulators and other authorities acting as processors based in the UK who require reporting of processing activities in certain circumstances.

The Controller appoints the individual as data subject to provide the Services upon the terms of this agreement.

2. Purpose and Scope of the Privacy Notice – Important Information and Who We Are

2.1 Services

- 2.1.1 This privacy notice applies to your use of any of our services (as outlined in our Quote and Scope of Work), including when you request information from us or engage our legal and other services, or as a result of your relationship with one or more of our clients, or where you apply for a job or work placement, or to any information collected from third parties.

2.2 Online Services

- 2.2.1 This privacy notice also applies to all our websites and online services, including the following
- 2.2.2 This privacy notice also aims to give you information on how we collect and process your personal data through your use of our Online Services.
- 2.2.3 It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements our Terms & Conditions and is not intended to override them.

2.3 Controller

2.3.1 Fidelitas Law Limited is the controller and responsible for your personal data (collectively referred to as "FL Solicitors", "we", "us", or "our" in this privacy notice).

2.3.2 We have appointed a Data Protection Officer who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the Data Protection Officer using the following details.

2.4. Contact details:

2.4.1 Full name of legal entity is Fidelitas Law Limited.

2.3.3 Name and title of the Data Protection Officer is Karen Vera, Director.

2.3.4 Address is No. 1 Leeds, 26 Whitehall Road, Leeds LS12 1BE

2.3.5 Email address is karen.vera@flsolicitors.com

2.3.6 Telephone number is 0113 322 9599

2.3.7 You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

2.5. Changes to the Privacy Notice and Your Duty to Inform us of Changes.

3.5.1 This version was last updated on 7 February 2019. Historic versions can be obtained by contacting us.

3.5.2 It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

2.6. Third-Party Links

3.6.1 This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

3. The Data We Collect About You

3.1 General

3.1.1 We will collect personal information directly from you, from clients or from authorised representatives. We may also collect personal information from third parties (including but not limited to) such as regulatory authorities, your employer, other organisations with whom you have dealings, government agencies, credit reporting agencies, recruitment agencies, information or service providers and publicly available records.

- 3.1.2 We may collect current and historical personal information including your name, contact details, identification, organisation, employment, positions held and enquiry/complaint details. We may also collect personal information about your other dealings with us and our clients, including any contact we have with you in person, by telephone, email or through our Online Services.
- 3.1.3 Ordinarily your data is stored on our servers or on our case management system, which are based at our offices but also backed up externally. All electronic data is stored in the United Kingdom.
- 3.2 Online Services
 - 3.2.1 Through your use of our Online Services, we may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:
 - 3.1.2 Technical Data
 - 3.1.3 We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose.
 - 3.1.4 We do not collect any Special Categories of Personal Data about you, nor do we collect any information about criminal convictions and offences.
- 3.3 Careers and Recruitment
 - 3.3.1 If you apply for a job or work placement you may need to provide information about your education, employment, background and state of health. Your application will constitute your express consent to our use of this information to assess your application and to allow us to carry out both recruitment analytics and any monitoring activities which may be required of us under applicable law as an employer.
- 3.4 Other
 - 3.4.1 We may also carry out screening checks (including reference, background, directorship, financial probity, identity, eligibility to work, vocational suitability and criminal and regulatory record checks) and consider you for other positions.
 - 3.4.2 We may exchange your personal information with academic institutions, recruiters, screening check providers, health service providers, professional and trade associations, law enforcement agencies, recruitment providers, referees and your current and previous employers.
 - 3.4.3 Without your personal information, we may not be able to progress considering you for position with us.
- 3.5 If You Fail to Provide Personal Data
 - 3.5.1 Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services).
 - 3.5.2 In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

4. How Is Your Personal Data Collected Through Online Services

- 4.1 We use different methods to collect data from and about you in respect of Online Services including through:
- 4.1.1 Automated technologies or interactions: As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy below (*see clause 13*) for further details
 - 4.1.2 Third parties or publicly available sources. We may receive Technical Data from analytics providers such as Google based outside the EU.
 - 4.1.3 Usage Data includes information about how you use our website.

5. How We Use Your Personal Data

- 5.1 We use your information where it is necessary for the performance of a contract with you or necessary in connection with a legal obligation, or where we otherwise consider such use of your information as not detrimental to you, within your reasonable expectations and necessary to fulfil our legitimate interests.
- 5.2 In particular we use your information in order to provide you with, and improve, our services, for example:
- 5.2.1 To carry out our obligations arising from any contracts entered into between you and us.
 - 5.2.2 To facilitate our internal business operations, including to fulfil our legal requirements (including in relation to anti-money laundering) and professional obligations.
 - 5.2.3 To maintain and develop our relationship with you.
 - 5.2.4 To provide you on an on-going basis with information and services, including legal advice, that you request from us or we feel we may interest you as permitted under applicable law, and to measure the popularity and effectiveness of services such as newsletters and seminar invitations, in order to improve what we offer to you and other recipients.
 - 5.2.5 To ensure that content from our online services is presented in the most effective and secure manner for you and for your device and settings.
 - 5.2.6 For research, planning, service development, security or risk management.
 - 5.2.7 To maintain and update our records.
- 5.3 We may not be able to do these things without your personal information.
- 5.4 We will only use your personal data when the law allows us to. Most commonly, we will use your data:

- 5.4.1 Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
 - 5.4.2 where we need to comply with a legal or regulatory obligation.
- 5.5 The types of lawful basis that we will rely on to process your personal data are set out below.
- 5.6 Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by *contacting us*. (see *clause 2.4*)
- 5.7 Purposes for Which We Will Use Your Personal Data in Relation to Online Services.
 - 5.7.1 We are committed to protecting your privacy. Set out below is an explanation of how we use information about visitors to our website.
 - 5.7.1.1 We may use your Technical Data to administer and protect our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data. Such use would be necessary for our legitimate interests (for running our business, provision of administration and IT services, to prevent fraud and in the context of a business reorganisation exercise), and to comply with a legal obligation.
 - 5.7.1.2 We may use your Usage Data and Technical Data to deliver relevant website content to you and measure or understand the effectiveness of the content. Such use would be necessary for our legitimate interests (to study how customers use our services, to develop them, to grow our business and to inform market strategy).
 - 5.7.1.3 We may use your Usage Data and Technical Data to use data analytics to improve our website, services, marketing, customer relationships and experiences. Such use would be necessary for our legitimate interests (to define types of customers for our services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy).
- 5.8 Third-Party Marketing
 - 5.8.1 We will get your express opt-in consent before we share your personal data with any third-party company for marketing purposes. If you give us your express opt-in consent, you can ask us or third parties to stop sending you marketing messages at any time by contacting us (see *clause 2.4*)
- 5.9 Third- Party Site
 - 5.9.1 In addition to our Online Services, which we control directly, we also use and provide links to websites which are controlled by third parties, which may include Twitter, LinkedIn, Facebook and YouTube, where we have certain accounts and profiles.
 - 5.9.2 If you use or follow a link to any of these third-party websites, please be aware that these websites have their own privacy policies and that we cannot accept any responsibility for their use of information about you.

5.10 Cookies

5.10.1 You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about cookies we use, please see our cookie policy below. (*see clause 13*)

5.11 Change of Purpose

5.11.1 We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please *contact us*.

5.11.2 If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

5.11.3 Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

6. Disclosures of Your Personal Data

6.1 We may have to share your personal data with the parties set out below for the purposes set out at paragraph 5 above:

6.1.1 External Third Parties; and

6.1.2 Third Parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

6.2 In addition, we may exchange your personal information with Third Parties where:

6.2.1 You have consented to us sharing your personal information in this way;

6.2.2 We are under a legal, regulatory or professional obligation to do so (for example, in order to comply with anti-money laundering requirements) or in order to enforce or apply our terms of business or to protect the rights and interests, property, or safety of our firm, our clients or others;

6.2.3 All, or substantially all our assets, or the assets of an associated firm, are merged with or acquired by a third party, or we expand or re-organise our business, in which case your personal information may form part of the transferred or merged assets or we may need to transfer your information to new entities or third parties through which our business will be carried out;

- 6.2.4 It is irrelevant in the circumstances to disclose the information to our clients, your employer or place of business, your professional advisers and parties with whom we have co-promotional arrangements (such as jointly sponsored events);
 - 6.2.5 We provide anonymous information about users of our websites and related usage information to reputable third parties, including analytics and search engine providers; or
 - 6.2.6 We use a third-party service provider to provide services that involve data processing, for example archival, auditing, reference checking, professional advisory (including legal, accounting, compliance, financial and business consulting), mailing house, delivery, technology, website, research, banking, payment, client contact, data processing, insurance, forensic, litigation support, marketing and security services.
- 6.3 We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

7. International transfers

- 7.1 Some of the third parties with whom we share personal information may be located outside of the United Kingdom and/or the European Economic Area.
- 7.2 While such third parties will often be subject to privacy and confidentiality obligations, you accept that such obligations may differ from and be less stringent than the requirements of the UK's privacy laws.
- 7.3 In those cases, we are not responsible for imposing the laws of the UK and you may not be able to seek redress under the laws in that jurisdiction.

8. Data Security

- 8.1 We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business and need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.
- 8.2 We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.
- 8.3 The transmission of information via the internet is not completely secure. We cannot guarantee the security of your data transmitted to our Online Services; any transmission is at your own risk. Once we have received your information, we will take reasonable steps to us procedures and security features to try to prevent authorised access, modification or disclosure. For example, if you communicate with us using email, you assume the risk that such communications between us are intercepted, not received, delayed, corrupted or are received by persons other than the intended recipient.

- 8.4 We take reasonable steps to hold information securely in electronic or physical form. Our information security policy is supported by a number of security standards, processes and procedures and we store information in access-controlled premises or in electronic databases requiring logins and passwords. We require our third-party storage providers to comply with appropriate information security standards. All partners and staff and third-party providers with access to confidential information are subject to confidentiality provisions.

9. Data Retention

9.1 How Long Will You See My Personal Data For

- 9.1.1 We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.
- 9.1.2 To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

10. Your Legal Rights

- 10.1 Under certain circumstances, you have rights under the data protection laws in relation to your personal data. Your rights are listed below, and more detail can be found under clause 12:
- 10.1.1 *Request access to your personal data.*
- 10.1.2 *Request correction of your personal data.*
- 10.1.3 *Request erasure of your personal data.*
- 10.1.4 *Object to processing of your personal data.*
- 10.1.5 *Request restriction of processing your personal data.*
- 10.1.6 *Request transfer of your personal data.*
- 10.1.7 *Right to withdraw consent.*
- 10.2 If you wish to exercise any of the rights set out above, please *contact us* (See *clause 2.4*)
- 10.3 All of the above rights do not apply to information about you that we are obliged by law or by a court or a tribunal to disclose, to the extent that any exercise of those rights by you would prevent any such disclosure. This means, for example,

that we may refuse to erase information about you if we may need to disclose that information to a court, a regulatory body, a statutory complaints body, or to law enforcement authorities.

10.4 All of the rights set out above do not apply to information about you where disclosure of that information is necessary for the purpose of, or in connection with, legal proceedings (including prospective legal proceedings) or for the purpose of obtaining legal advice, or otherwise for the purposes of establishing, exercising or defending legal rights. This means, for example, that we may refuse to stop using information about you if we need to use it to defend our own legal rights.

10.5 No Fee Usually Required:

10.5.1 You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

10.6 What We May Need From you:

10.6.1 We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

10.7 Time Limit to Respond:

10.7.1 We will respond to specific information request within one month.

11. Lawful Basis

11.1 We process your information on a lawful basis as follows:

11.1.1 The information provided to us will be processed in accordance with the Legitimate Interest of our business. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our Legitimate Interests.

11.1.2 We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted by law).

11.1.3 You can obtain further information about how we assess our legitimate interests against any particular impact on you in respect of specific activities by contacting us. (*see clause 2.4*)

11.2 In order to comply with a legal or regulatory obligation, when processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

12. Your Legal Rights

- 12.1 Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- 12.2 Request correction of the data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- 12.3 Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- 12.4 Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- 12.5 Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- 12.6 Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. note that this right only applies to automated information which you initially provided consent for us to use or where we used information to perform a contract with you.
- 12.7 Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

13. Cookie Policy

- 13.1 Like many websites, our website uses cookies – small text files, typically of letters and numbers – to capture limited information about the site’s users. The information is transferred by the website to the cookie file of the browser on the hard drive of the user’s computer.
- 13.2 This site uses Google Analytics cookies. These allow us to measure the number of visitors, to see how visitors navigate the site and to see which resources they access. This helps us to develop new content and to improve the way the website works. These cookies do not enable us to identify individual users. Google provides [further information about Analytics](#).
- 13.3 To prevent Google Analytics cookies being set, you may install the [Google Analytics Opt-Out Browser Add-On](#).
- 13.4 For general information about cookies please visit www.allaboutcookies.org.

14. Status of the Policy

- 14.1 Your provision of personal information to us constitutes your acceptance of the terms of this Privacy Notice and Cookie Policy.
- 14.2 Technologies and information governance practices are constantly developing. We may therefore need to revise this Privacy Notice in future. You should therefore review this page regularly to ensure that you are aware of any changes to the its terms.

15. Contact and further Information

- 15.1 If you have any questions about this Privacy Notice, or want to submit a written complaint about how we handle your personal information, please contact Karen Vera directly via karen.vera@flsolicitors.com or call our office, or you may submit a complaint to the Information Commissioners Office.
- 15.2 If you make a privacy complaint, we will respond to let you know how your complaint will be handled. We may ask you for further details, consult with other parties and keep records regarding your complaint.