

RJ Privacy Policy

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Our contact details

Name: Reeves James Limited

Address: Regents House, Crown Square, Poundbury, Dorchester, Dorset, DT1 3DY

Phone Number: 01305 238470

E-mail: admin@reevesjames.com

Managing Director: Mr Christopher Reeves

Data Protection Law

For the purposes of data protection law, the firm is registered with the Information Commissioner's Office ("ICO"), the UK's supervisory authority for data protection matters, and our registered address is shown above. The firm's registration number is **ZA189514**.

Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. used lawfully, fairly and in a transparent way;
2. collected only for valid purposes that we have clearly explained to you and not used in way that is incompatible with those purposes;
3. relevant to the purposes we have told you about and limited only to those purposes;
4. accurate and kept up to date;
5. kept only as long as necessary for the purposes we have told you about;
6. kept securely.

Information we may hold about you

Depending on the nature of your relationship with us, we will collect various aspects of data about you.

We will collect, store, and use the following categories of personal information about you:

- Information you provide to the firm when you enquire about our services – your name, address, contact details and specific details related to your enquiry.
- Case related information; letters, documents, photographs and other information that you supply to the firm relating to the work we are doing for you or that you would like us to do for you.
- We may take financial information, like bank details or credit and debit card details.
- Telephone calls to or from our offices may be recorded.
- All forms of communication you use to contact us, including letters, emails, faxes, sms, and instant messaging.
- We may ask for copies of identification documents (such as a passport) or proof of address (such as a copy of a bank statement) from you.

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We do not collect, store and use sensitive types of personal information in the course of our business.

How we collect your data

The vast majority of the personal data that we collect is provided to us by or on behalf of our clients for the purposes of enabling us to provide our services to them.

Other information may be obtained by us from sources accessible to the public, including subscription services.

How we use the information about you

We will only use your personal information when the law allows us to (i.e. we have a lawful basis). Most commonly, we will use your personal information in the following circumstances:

1. where we need to perform the contract we have entered into with you as demonstrated in the client care letter we provide to you on instruction.
2. where we need to comply with a legal obligation such as making a registration with the Land Registry as part of your instruction
3. where it is necessary for legitimate interests pursued by us or a third party and your interests and fundamental rights do not override those interests.
4. where we need to protect your interests (or someone else's interests).
5. where it is needed in the public interest [or for official purposes].
6. Where we have your consent for the use of data in specific circumstances.

If you do not provide us with the information we require

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

Change of purpose

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

Special categories of data and their use by us

'Special categories' of data consist of particularly sensitive personal information, such as information about your health, racial or ethnic origin, sexual orientation or trade union membership and require higher levels of protection.

We do not process special categories of personal information.

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Sharing your data

We may have to share your data with third parties, including third-party service providers where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies.

Third parties that may process your personal data

We use carefully appointed third parties who may process your data for the purposes of complying with UK anti-money laundering regulations and statutory requirements.

Transferring information outside the UK

We comply with the UK GDPR which restricts transfers of personal data outside the UK, or the protection of the UK GDPR.

Keeping your data secure

We have put in place measures to protect the security of your information. Your information is securely stored electronically offsite from the Company premises by a third-party data host in the United Kingdom. Physical documentation is held in secured storage at one of our company premises.

How long we keep your data for

We will only retain your personal information 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. The length of time we retain your data will vary according to the purpose for which it was collected;

- documents provided for identification purposes are retained for five years;
- data stored with case files for six years from the conclusion of the matter or as advised to you on closure of the matter;
- details gathered from enquiries, where instruction was not forthcoming, for one year.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your duty to inform us of changes

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

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- request access to your personal information (commonly known as a 'data subject access request' (DSAR)). We have one calendar month to provide the data to you;
- request correction of the personal information that we hold about you;

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- request erasure of your personal information. Please note there may be reasons why we are unable to fulfil your request;
- object to processing of your personal information where we are relying on a legitimate interest;
- request the restriction of processing of your personal information;
- request the transfer of your personal information to another party.
- If you want to discuss any of the above rights, please contact the Managing Director.

Your right to withdraw consent for processing

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Managing Director.

Future amendments

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Our website

When someone visits our website, we collect standard internet log information and details of visitor behaviour patterns, using Google analytics (see section below - How we use Cookies). We do this to find out things such as the number of visitors to the various parts of the site.

We do not make any attempt to find out the identities of those visiting our websites. We will not associate any data gathered from this site with any personally identifying information from any source.

If we do want to collect personally identifiable information through our website, we will tell you. We will make it clear when we collect personal information and will explain what we intend to do with it.

What are Cookies?

Cookies are text files placed on your computer by websites you visit. These are widely used to enable websites to work properly (e.g. ensuring that the right personal information collected is attached to the individual who submitted it) when collecting information that you have provided to the Data Controller. You may delete and block cookies if you wish from this site. If you would like further information relating to cookies and what they do and how to delete them, please visit www.aboutcookies.org or www.allaboutcookies.org

How we use Cookies

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org

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To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage...> .

These cookies are used to collect information about how visitors use our websites. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

Third party cookies

We sometimes embed content from other websites. Pages with this embedded content may present cookies from these websites. You should check the relevant third-party website for more information about these cookies.

Accepting cookies

For this website to function properly you will need to accept cookies. Please be aware that if you do not accept cookies, certain personalised features of this website cannot be provided to you.