



PRIVACY NOTICE

Introduction

The purpose of this notice is to describe how I collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

I am committed to protecting and respecting your privacy in relation to the information provided to me in the course of my business. I will only use personal information as set out in this Privacy Notice.

I am what is known as the “Controller” of the personal data you provide to me.

Contact details

Miss Miranda Marshall

Email: miranda.marshall@hayes-storr.com

Address: Hayes + Storr Solicitors, Chancery Lane, Wells-next-the-Sea, NR23 1ER.

If you have any concerns, or wish to make a complaint, about the processing of your data please contact me in the first instance. You also have the right to make a complaint at any time to the Information Commissioner’s Office (ICO) and their full details can be found at www.ico.org.uk.

Changes to your personal data

It is important that the personal data I hold about you is accurate and current. Please keep me informed if your personal data changes during your relationship with me. If you wish to update your personal data, please contact the lawyer dealing with your matter or use the contact details above.

The data I collect

In order to carry out my business I need to collect and process various types of personal data, or personal information. The types of personal data I may collect and process are as follows:-

- Identity data – this includes details of your name(and previous names), marital status, title, date of birth, photographic identification and gender.
- Contact data – this includes address information, email addresses and telephone numbers.
- Financial data – this will include information such as bank account details.
- Transaction data – this will include information relating to client’s legal requirements and information required in order to conduct Court or other legal proceedings.
- Technical data – this includes things such as IP address, browser type and version, time zone settings and location, browser plug-in types and versions, operating system and platform and other technology on devices you are using and other information relating to the devices you have used to access the Notarial section of the Hayes + Storr website.
- Usage Data – this includes information about your use of the Notarial section of the Hayes + Storr website.
- Special categories of personal data – I do not routinely collect this type of data. I will however process it in limited circumstances, for example, where required to do so for legal or regulatory

purposes or where you have provided me with such information as it is necessary for a specific service I am providing to you.

If you fail to provide personal data

There are occasions where I am obliged to collect personal data by law (for instance, in relation to anti-money laundering) or under the terms of a contract I have with you. If you fail to provide the personal data in these situations I may not be able to perform the contract I have or am trying to enter into with you (for example, to provide you with legal services). In this case, I may have to decline to provide or receive the relevant services. If this is the case I will advise you at the time the personal data is collected.

How your data is collected

I use a variety of methods to collect data from and about you, including:

Direct interactions: You provide me with personal data in your correspondence with me. This may be provided when you:

- enquire about or apply for my services;
- market or provide your supplier services to me;
- subscribe to my publications or otherwise ask for my marketing;
- participate in my marketing or other promotional events;
- participate in my client seminars and similar events; or
- give me feedback.

Website, cookies and marketing: You give me your personal data, which includes Profile Data, Usage Data, Technical Data, Professional Information and/or Marketing Data, when you access the Notarial section of the Hayes + Storr website or review the publications or marketing I send you.

Third-party or publicly available sources: I will also obtain personal data from other sources such as, but not limited to; financial institutions, other professional service providers (such as law firms), Government agencies, regulatory bodies public registers of individuals or companies.

How I use your data

I will only use your personal data when the law allows me to and I therefore have a legal basis for processing. The main reasons for using your personal data are likely to be:

- where I need to perform a contract which I am about to enter into or have entered into with you;
- where I need to comply with a legal or regulatory obligation; and
- “consent and explicit consent”: where you have provided your consent or explicit consent to processing your personal data.

I do not generally rely on consent as the legal basis for processing your personal data with the exception of electronic marketing. You can withdraw your consent to receipt of marketing at any time by contacting miranda.marshall@hayes-storr.com.

Purposes for which I use your data

I have set out below a description of the ways in which I use your personal data and the legal bases I rely on to do so. Where appropriate, I have also identified my legitimate interests in processing your personal data.

There may be more than one legal ground under which I use your personal data depending on the specific purpose for which I am using your data.

<u>Purpose and/or activity</u>	<u>Type of data</u>	<u>Legal basis for processing</u>
<p>To set you up as an appearer on my system, including performing anti-money laundering, fraud and other background checks.</p>	<ul style="list-style-type: none"> • Identity • Contact • Financial • Transaction 	<ul style="list-style-type: none"> • Performance of a contract • Legal or regulatory obligation • Legitimate interests • Public interest
<p>To deliver services to you and to manage my relationship with you.</p> <p>Also to verify the source of any funding or funds in a matter on which I am acting</p>	<ul style="list-style-type: none"> • Identity • Contact • Financial • Transaction • Usage • Technical • Marketing 	<ul style="list-style-type: none"> • Performance of a contract • Legal or regulatory obligation • Legitimate interests
<p>To manage payments, fees and charges and to collect and recover money owed to me.</p>	<ul style="list-style-type: none"> • Identity • Contact • Financial 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests
<p>To manage and protect my business, including improving data security, troubleshooting data and</p>	<ul style="list-style-type: none"> • Identity 	<ul style="list-style-type: none"> • Legal or regulatory obligation

<p>systems, system maintenance and testing, data hosting, managing my office and other facilities.</p>	<ul style="list-style-type: none"> • Contact • Usage • Technical • Marketing 	<ul style="list-style-type: none"> • Legitimate interests
<p>To invite you to take part in marketing or other promotional events, or client seminars or similar events, and to manage your participation in them .</p>	<ul style="list-style-type: none"> • Identity Data • Contact Data • Profile Data • Usage Data • Technical Data • Marketing and Communications Data • Professional Information • Professional History 	<ul style="list-style-type: none"> • Legitimate interests: ensuring my client records are up-to-date, promoting my client services and visitor services, receiving feedback, improving my services and identifying ways to grow my business
<p>To send you marketing or to contact you by other means to offer recommendations about any of my services which may be of interest to you.</p>	<ul style="list-style-type: none"> • Identity • Contact • Usage • Technical • Marketing Data 	<ul style="list-style-type: none"> • Legitimate interests
<p>To ask you for feedback about my notarial services</p>	<ul style="list-style-type: none"> • Identity • Contact • Marketing 	<ul style="list-style-type: none"> • Legitimate interests

Marketing

I aim to provide you with choice as to whether you receive publications from me or invitations to seminars and events.

I will not use your personal data to send you marketing materials if you have requested not to receive them. You are able to opt out by following the link on marketing emails from me or by contacting miranda.marshall@hayes-storr.com.

Change of purpose

I will only use your personal data for the purposes for which I collected it as detailed above, unless I reasonably consider that I need to use it for another reason and that reason is compatible with the original purpose. If you wish to receive an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact me.

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

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

Where I keep your data

I am based in the UK and I store my data within the EU.

Data security

I am committed to data security and have put in place security measures to prevent your personal data from unauthorised access, loss or alteration. In addition to physical and electronic procedures to safeguard your information I also limit access to your personal data to those employees, agents, contractors and third parties who have a business need to know. In addition they will only process your personal data on my instructions and will be subject to a duty of confidentiality.

How long I keep your data

I will only use and store information for so long as it is required for the purpose it was collected and in accordance with the timescales set out below. How long information will be stored is governed by Rule 23 of the Notaries Practice Rules 2014 and depends on the documentation and information in question and for what it is being used.

- PUBLIC FORM documents and copies thereof to be retained permanently;
- Other Notarial Acts (in 'Private Form') and copies of your identification papers for a minimum period of 12 years;
- Correspondence and other documentation in relation to your appearance for a minimum of 7 years

Processing your data if you are not an appearer

If you are not an appearer, I may need to process your personal data in order to provide notarial services to the appearer, including the provision of advice. Where this is the case your personal data may be used in on behalf of the appearer.

I will process your personal data in these circumstances as:

- this is in my legitimate interests, the appearer's legitimate interests or those of another third party; and/or
- I may be required to process that personal data to comply with my legal or regulatory obligations.

Your legal rights

I want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether I have your personal data and, if I do, to obtain a copy of the personal information I hold (this is known as a data subject access request);
- the right to have your data erased (though this will not apply where it is necessary for me to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to me which I process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though I will always try to respond to your satisfaction, there may be situations where I am unable to do so.

Miranda Marshall, Notary Public
Phoenix House, 12 Kerridge Way, Holt NR25 6DN