

Privacy and Cookies Policy

Stacey & Mason Solicitors

Version Control	
Approved By	Martyn Stacey
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Privacy and Cookies

Stacey & Mason Solicitors understands that your privacy is important to you and you care about the use of your personal data. We respect and value the privacy of our clients, employees, suppliers and all individuals whose data we process; this privacy statement explains what personal data or information we collect from our clients at various points in our process, and from people who visit our website, and how we use it. We would encourage you to read the information below.

This privacy policy is aimed at our clients, suppliers and visitors to our website. If you are an employee or prospective employee, please read our Employee Privacy Policy for more information about how we process your personal data.

Who are we?

Stacey & Mason LLP is a limited liability partnership (OC420587) trading as Stacey & Mason Solicitors. Our registered office address is: 35a High Street, Witney, OX28 6HP. Stacey & Mason Solicitors is a registered data controller (ICO registration number: Z6472586).

What is Personal Data?

“Personal data” is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data means, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details,

but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

What personal data or information do we collect?

We may collect personal data about clients, prospective clients, job applicants, our current and former employees, visitors to our website, external experts and suppliers. The personal information we collect may include your name, address, email address, IP address, and information regarding what pages you access on this website and when.

How do we collect data or information from you?

We collect personal information about you when you:

- Make an enquiry via our website or via the telephone
- Instruct us to act on your behalf
- Use our website
- Exchange business cards with a member of the Firm
- Provide products or services to the Firm.

How is your information used?

We collect your personal data or information to operate the Firm effectively and provide you with a high-quality service. We may use your information:

- To deliver legal services to you on your instruction.
- To answer enquiries that you make prior to any formal instruction.
- To avoid any conflict of interest as we represent you
- To adhere to regulations set out by the Solicitors Regulatory Authority
- To verify your identity
- To maintain security of our office and IT infrastructure
- To invoice you, and to track payments you make or payments made to you

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the Firm, our contractual requirements to deliver the agreed legal services to you, and our legal obligations, both as an LLP and responsible employer. Where we process sensitive personal information while representing you, we do so to assist you and/or your organisation to establish, exercise or defend legal claims. If you would like to know more, please read below:

- Clients
- Prospective Clients
- Experts and Counsel
- Suppliers

Clients

As a client, we will hold the following information about you:

- Name, date of birth, and contact information.

- National insurance number
- Information relating to your legal matter
- Financial details
- Identification Documents (e.g. passport / driving license)
- Demographic information such as postcode
- Information and documents relating to the service we are providing, including communications with you.
- Billing and payment information.

As part of the process to open your matter file and comply with anti-money laundering regulations, we may run searches on publicly available data (e.g., via a Google Search) to help us verify your identity. We do not store the results of such searches.

We store your information in our practice management system, which uses secure servers based in the UK that are regularly backed up. We also hold paper copies of your information in the client matter files, stored in our Witney office. We also store communications with you in our MSOffice suite of products in our secure servers in the UK. We store your Wills and Deeds in a fireproof safe.

We will retain your client matter file for the duration of our relationship with you, then for a minimum of 6 years after, and depending on the nature of the matter, one of the following maximum retention periods will apply:

- Residential sales: 12 years
- Residential purchases including transfers in Family Litigation: 20 years
- Residential mortgages: 20 years
- Wills: 20 years
- Probate: 20 years
- Trusts: 20 years
- Family Litigation: 6 years
- Civil Litigation: 6 years

We will retain financial records for 6 years, following the end of the current financial year. We will retain minimal personal information about you permanently, to enable us to conduct conflict of interest checks as required by the Solicitors Regulatory Authority.

Prospective Clients

As a prospective client, we may hold the following information about you:

- Name, date of birth, and contact information.
- National insurance number
- Brief information relating to your legal matter
- Demographic information such as postcode

- Signposting information we may have provided to you if we are unable to provide you with a service

We store your information in our file management system, which uses secure servers based in the UK that are regularly backed up. We also hold paper copies of your information at our office in a file, which transfers to your client file upon your instruction or which we destroy 6 years after the quote if you choose not to instruct us.

Communications with you relating to your initial enquiry may also be stored in our MSOffice Suite of products, which uses servers based in the EU. We will retain minimal personal information about you to enable us to conduct conflict of interest checks as required by the Solicitors Regulatory Authority.

External Experts & Counsel

When you work with the firm as an external expert or counsel, we may hold the following information about you:

- Name and business contact information.
- Information relating to your qualifications and experience, if relevant
- Demographic information such as postcode
- Information and documents relating to your areas of expertise, including our communications with you.

We store your information in our file management system on our secure servers, which is backed up regularly. We will also store communications with you on our MSOffice Suite of products, which uses servers based in the UK. We will retain your information for the duration of our relationship with you, and you are available to be selected.

Suppliers

When you work with the Firm as a supplier, we may hold the following information about you:

- Name and business contact information.
- Information relating to your qualifications and experience, if relevant
- Demographic information such as postcode
- Information relating to your business activities
- Information and documents relating to the services or products you offer, including our communications with you.
- Financial information

We store your information in our file management system on our secure server based in the UK, which is backed up regularly. We will also store communications with you on our MSOffice Suite of products, which uses servers based in the EU. We will retain your information for the duration of our relationship with you, and then 8 years after the end of our contractual relationship with you.

Who has access to your information?

We limit access to your personal data to those employees and third-party processors (see below) who have a legitimate need to know and ensure that they are aware of their duty of confidentiality.

We do not sell or rent your personal data or information to any third party or share your information with third parties for their own marketing purposes.

We will disclose your data or information if required by law, for example by a court order or for the prevention of fraud or other crime.

We may pass information about your matter to other parties as required to provide legal services to you. For example, we will need to provide information to other law firms involved in the conveyancing process as part of the service we deliver to you.

We may pass your information on to third party service providers for the purposes of completing a task or providing services to you on our behalf. However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for other purposes.

Third party service providers who act as data processors on our behalf:

Service Provider	Activity Carried Out	Sector	Location
CIS Limited, IT Support Provider	Storage of documents for team access Manage IT and Security	Information Technology	UK

If any of your personal data are shared with a third party, as described above, we will take steps to ensure that your personal data are handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above.

Transfers outside of the UK and European Economic Area

Your personal information in the UK and European Economic Area (EEA) is protected by data protection laws, but other countries do not necessarily protect your personal information in the same way. The EEA covers all countries in the EU plus Norway, Liechtenstein and Iceland. We do not transfer your personal data outside of the UK and EEA.

What are my rights?

Under Data Protection Legislation, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data. This

Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the contact details provided at the end of this policy.

- The right to access the personal data we hold about you. The section “How Can I Access My Personal Data?” will tell you how to do this.
- The right to have your personal data rectified if any of your personal data held by us are inaccurate or incomplete. Please contact us using the contact details provided at the end of this policy.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold, in certain circumstances. Please contact us using the contact details provided at the end of this policy to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data are processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact using the contact details provided at the end of this policy.

It is important that your personal data are kept accurate and up-to-date. If any of the personal data we hold about you change, please keep us informed for as long as we have those data.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first using the contact details provided at the end of this policy.

We do not undertake direct marketing activities, so you will not receive such information from us.

How you can update your information

The accuracy of your information is important to us. If you change your contact details or if you want to update any of the information we hold on you, please email us at: mws@staceyandmason.co.uk or by post at: 35a High Street, Witney, OX28 6HP

How you can access your personal information

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests can be made in writing, either via email or via the postal address shown below, or verbally, either in person or on the phone.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data, within that time. In some cases, however, particularly if your request is more complex, more time may be required, up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

You also have the right to lodge a complaint about our processing of your personal data with the UK’s [Information Commissioner’s Office](#)

Keeping your data secure

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Limiting access to your personal data to those employees and third-party processors with a legitimate need to know and ensuring that they are subject to duties of confidentiality.
- Procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner’s Office where we are legally required to do so.
- Adhering to our policies and processes including, physical security, back-up, encryption, access control and password protocols.

Contacting us via email

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Cookie Information for Visitors to our Website

What are cookies?

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

How do we use Cookies?

Cookies provide information about individuals' usage of the website, which may identify you as the same individual even if we do not know your name, we can identify location, IP address and device information. As such, we make sure you have a choice about the cookies that are placed on your device for our statistical purposes by Google Analytics, which help us to understand more about the ways in which people use our website. We would appreciate it if you opt-in to accept these cookies when the website asks you, as it will help us to improve it over time.

What Cookies do we use?

We use first-party cookies (Cookies set by Stacey & Mason Solicitors) and third-party cookies (cookies set by other providers, e.g. analytics providers such as Google).

Cookie	Name	Purpose	More information
Necessary Cookies: Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies. No consent is required for Necessary cookies.			
_SECURE-1PSIDCC	Google	To identify trusted web-traffic	Click here for an overview of privacy at Google.
_GRECAPTCHA	Google reCAPTCHA (Functional)	To provide spam protection	Click here for an overview of privacy at Google.
CONSENT	Google Ads Optimization (Functional)	To store cookie consent preferences	Click here for an overview of privacy at Google.
cms_default	Stacey & Mason (Functional)	To identify a visitor to website and as they navigate website	
Non-essential cookies: Non-essential cookies have a range of functions, from allowing the website owner to understand how users are moving around and using their website (Statistical) to third-party cookies which look to build a profile of individuals that can inform their online marketing decisions (Marketing). Non-essential cookies require a user to 'opt-in' to accept the cookie onto their device.			
_ga _gid _gat	Google Analytics (Statistical)	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information, including IP address, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Click here for an overview of privacy at Google.
NID	Google Ads Optimization	to provide ad delivery or retargeting, store user preferences.	Click here for an overview of privacy at Google.

	(Marketing / Targeting)		
1P_JAR	Google YouTube (Statistical)	These cookies are set via embedded youtube-videos. They register anonymous statistical data on for example how many times the video is displayed and what settings are used for playback.	Click here for an overview of privacy at Google.
DV	Google (Preferences)	Used to save user's preferences and other information (e.g. preferred language, number of results to be displayed etc)	Click here for an overview of privacy at Google.

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. To find out more about specific cookies, who places them and their purposes, visit www.cookieatabase.org. We have used this resource to populate the table above where possible.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of:

Data Protection Lead: Martyn Stacey

Email address: mws@staceyandmason.co.uk

Postal address: Stacey & Mason Solicitors, 35a High Street, Witney, OX28 6HP

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 27/01/2022.