



Privacy Notice

As you may be aware, the existing Data Protection Act 1998 has been revised in law to become the Data Protection Act 2018 and a new General Data Protection Regulation (known as GDPR) was also introduced from May 2018. The impact of these has been far reaching and affects everyone.

Through our contractual relationship with you as your solicitors, we need to emphasise the impact that this has within legal transactions that we undertake on your behalf at O'Neill Patient Solicitors LLP ("ONP"). Most legal procedures will involve sharing your personal data with one or more third parties involved in your transaction and without the sharing of this information, we are not able to proceed.

This information will be contained within for example, contract documentation, searches on properties, correspondence with interested parties, Land Registry documentation, Stamp Duty with HMRC. Disclosure of your information may include the following:

- Your full names (including previous names);
- Your date of birth;
- Your address and contact details;
- Your bank account details;
- Details of any addresses for sale, purchase or re-mortgage of properties;
- Your mortgage account numbers;
- Your Passport & Driving Licence details;
- Your occupation;
- Your National Insurance Number;
- Loan details.

As well as ONP, the Third Parties which will receive your personal information as listed above will include:

- The other side's solicitors in the case;
- HMLR (Land Registry);
- Mortgage companies connected with the transaction;
- HMRC;
- Freeholders / landlords / managing agents of property;
- Search providers;
- Courts;
- Banks, building societies and other financial institutions;
- Introducer / referral organisation – referral organisations acting on behalf of your lender, estate agent or mortgage broker;
- Associated banks in connection with the transaction;
- ID verification providers;

- Printing and Delivery Service suppliers;
- Mortgage brokers and financial advisors;
- Insurance companies;
- Property Occupiers;
- IT Service Providers;
- Records Management & Archive storage companies

We do not disclose any personal information to any third parties for the purposes of marketing or promoting any other products, goods or services, nor do we at ONP actively use any information for our own marketing or promoting of other products goods or services without your consent. We are duty bound by professional obligations of confidentiality when providing you with legal services.

Our Retention Policy specifies that all transactions relating to Conveyancing (sale, purchase or re-mortgage) will be stored from 6 years from the point of matter closure. Other matters, (except Wills which require indefinite retention), will be retained for 15 years from the point of matter closure. Financial records will be retained for a period of 6 years from the date of the completion of the matter.

Personal data provided to us by you in order to obtain a quote for our services will be retained for 6 months from the date of the quote (noting that the actual quote will only be valid for the specified time given, e.g. 7 days).

O'Neill Patient Solicitors LLP is a limited liability partnership registered at Companies House number OC322650. Our registered office address is:

Chester House
2 Chester Road
Hazel Grove
Stockport
Cheshire
England
SK7 5NT

We have been registered as Data Controller with the Information Commissioner's office, registration number Z5454188 since June 2001.

We are certified under ISO 27001:2017 certificate number 205171.

If we process your personal data, you are able to:

- request a copy of the personal data we hold about you, which may be provided in a portable format where possible;
- raise an objection to our processing;
- request a restriction in the way in which we process it;
- Request we erase it from our records.

These procedures will be in line with our legal obligations.

If you have a complaint about the way in which we have processed your data, please contact our Data Protection Manager, Robin Higham at our address above or by emailing the ComplianceTeam@oneillpatient.co.uk.

Complaints can also be lodged if you remain dissatisfied with our response with the Information Commissioner's office at www.ico.org.uk