

privateclientonline

PRIVACY NOTICE & POLICY

Introduction

This document refers to personal data, this is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The Data Protection Act (DPA), Privacy and Electronic Communications Regulations (PECR) and The General Data Protection Regulations (GDPR) which is EU wide and far more extensive, seek to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU. It should be noted that GDPR does not apply to information already in the public domain such as Companies House data.

Who we are

Private Client Online (PCO) provides estate planning services to clients in England & Wales (the Services). We use a secure web portal to provide the service and all documents are produced by qualified solicitors.

You agree that we are entitled to obtain, use and process the information you provide to us to enable us to discharge our services to you.

Personal Data

PCO utilises a secure, web portal to allow clients of PCO and, in some cases, their professional advisers to provide, manage and update client data in a secure and compliant manner. In you making initial contact you consent to PCO maintaining a marketing dialogue with you until you either opt-out (which you can do at any stage) or we decide to cease promoting our services. PCO may also act on behalf of its clients in the capacity of data processor. When working exclusively as a data processor, PCO will be acting on the instruction of its client and will work hard to ensure that our handling of that client's data is fully GDPR compliant.

Personal data is collected about you from information entered on our forms, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally-identifying information like Internet Protocol (IP) addresses. PCO may from time to time use such information to identify its visitors. PCO may also collect statistics about the behaviour of visitors to its website.

PCO website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. PCO uses cookies to help identify and track visitors and their website access preferences. PCO website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using PCO website.

When you give us personal information, we take steps to make sure that it's treated securely. Any sensitive information is encrypted and protected with SSL encryption. When you are on a secure page, a lock icon will appear within the web browser to show that a valid SSL certificate is in place.

Any information PCO holds about you and your business encompasses all the details we hold about you and any sales transactions including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.

PCO will only collect the information needed so that it can provide you with data management services. We do not sell or broker your data.

Our work for you may require us to pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing

the Services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the Services and we have contracts in place that requires any third party to keep your information secure and not to use it for their own direct marketing purposes.

We will endeavour to ensure that any confidential information made to third parties is transmitted via our secure platform.

By using PCO you agree that you are responsible for all data compliance and breaches if data is downloaded from PCO and used on another platform.

You also agree to notify us at datacontroller@privateclientonline.co.uk immediately upon becoming aware of any breach.

Legal basis for processing any personal data

To meet PCO's contractual agreements to securely manage data on behalf of clients and their customers

Legitimate interests pursued by PCO

To manage business-to-business referral data effectively and in a compliant manner.

User status

It is the user's responsibility to determine their status under DPA and GDPR legislation and to determine if PCO meets the user's requirements in complying with the legislation

Consent

By agreeing to this privacy notice you consent to PCO processing your personal data for the purposes outlined. You can withdraw your consent at any time by sending an email to datacontroller@privateclientonline.co.uk.

Disclosure

PCO may on occasions pass your Personal Information to third parties exclusively to process work on its behalf. PCO requires these parties to agree to process this information based on our instructions and requirements consistent with this Privacy Notice and GDPR. PCO do not broker or pass on information gained from your engagement without your consent. However, PCO may disclose your Personal Information to meet legal obligations, regulations or valid governmental request. PCO may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of PCO, its clients and/or the wider community.

Retention Policy

PCO will process personal data during the duration of any contract and will continue to store only the personal data needed for such time as is required after the contract has expired to meet any legal obligations.

Data storage

Data is held in the United Kingdom on ISO270001 accredited servers. Our servers are backed up 4 times per day (every 6 hours) to reduce the risk of data loss.

Your rights as a data subject

At any point whilst PCO is in possession of or processing your data you have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.

In the event that PCO refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to challenge.

Transfer of data

You have a right under GDPR to receive your data in structured, commonly used and machine- readable format and to transfer your data to another service provider or data controller. This right applies where your data is being processed on the basis of consent or in line with a contract.

PCO at your request can confirm what information it holds about you and your clients and how it is processed. Any request to transfer data to another data controller should be sent to datacontroller@privateclientonline.co.uk.

Data access requests – You can request the following information

- Identity and the contact details of the person or organisation that has determined how and why to process your data.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of PCO or a third party such as one of its clients, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.
- The process to allow you to view the data we hold

All requests or complaints should be made to datacontroller@privateclientonline.co.uk. The data controller will confirm the information that will be required to allow us to disclose data.