

Privacy Policy

The policies and principles detailed below will evolve and develop in keeping with the firm's natural growth and development.

The Privacy Policy is worded to include additional fee earners.

In addition to the policies and principles detailed below the firm will also be seeking to implement, as soon as reasonably practicable, the Law Society Lexcel practice standards and attain ISO 9001 accreditation. Once these practice standards are implemented, the policies and principles detailed below will be adapted and amended accordingly.

A copy of this Policy has been sent to all fee earners and is readily available on the shared drive accessible to all employees.

A copy of this Public Privacy Notice will be available to all new clients upon their instructions.

Key Members Privacy Notice

This policy will be updated to include a "Key Members Privacy Notice" for all prospective key members considering joining the firm. It will fundamentally be very similar to the Public Data Privacy Policy as below.

Aim

The aim of this policy is to reassure clients and users of the firm's website that the firm respects their privacy and is committed to protecting their personal data. The policy aims to confirm who, how and why their personal information will be collected, used, stored and shared. It also confirms what their rights are and who to contact should they have a complaint.

This privacy notice will be updated from time to time in accordance with changing privacy and data protection laws.

Public Data Privacy Notice

Tower Bridge Legal respects your privacy and take it very seriously. Please read through this policy carefully as it contains important information about who we are, how and why we collect, store and share your personal data. It also explains what your rights are in relation to your personal data and who to contact in the event of a complaint.

Who we are

Tower Bridge Legal is the controller and is responsible for your personal data (collectively referred to as the "Firm", "we", "us" or "our" in this privacy notice).

How we collect your data

We collect your personal information when you make an enquiry to Tower Bridge Legal (by contacting us) or when communicating with us through our website via cookies.

We may also receive information about you or third parties when we are acting for you or a client and we are required to obtain information about you.

This personal data can include your contact information such as your postal address, e-mail and telephone number, financial information, employment information, racial or ethnic origin, genetic data, biometric data (includes special data).

Why / How we use your personal data

We will only use your personal data in the following ways:

1. Where it is necessary to contact you
2. Where we have a legitimate interest
3. Where required by law
4. In the vital interests of the individual
5. Where you have provided consent

A legitimate interest is when we have a business or commercial reason to use personal data, so long as this is not overridden by your own rights and interests.

Collection

We do not collect any information of children aged 16 or under.

Who we share personal data with

When we use third party service providers we only disclose to them any personal data that is necessary for them to provide their services.

We do not sell or rent your personal information to third parties.

Transfer of Information outside the UK and European Economic Area (EEA)

If a third party operates outside the EEA although they may not have the same data protection laws as organisations in the UK, we will take steps to make sure that they provide an adequate level of protection. By submitting your personal data to us, you agree to this transfer, storing or processing outside of the EEA.

Storage

We will only store your personal data for as long as necessary to fulfil the purposes of why we collected it, including for the purposes of satisfying any legal, accounting or reporting requirements.

It will be held in your file and will be retained for different periods of time depending on the nature of your matter.

We have appropriate security measures in place to prevent any of your personal data from being lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to your personal data to those who have a genuine need to access it and those processing your information are subject to a duty of confidentiality.

Your Rights

You have the right at any time to:

1. Request Access to your personal data – known as “data subject access request”
2. Request Correction of your personal data that we hold about you, whether the information is incomplete or inaccurate
3. Request for Deletion of your personal data. You are entitled to ask us to remove personal data where there is no legitimate reason for us continuing to process it
4. Request the Transfer of your personal data to you or a third party
5. Object to Processing of your personal data where we are relying on a legitimate interest (or those of a third party) if you feel that it impacts your fundamental rights and freedoms
6. Withdraw your consent of your personal data where we are relying upon your consent to process your data. If you withdraw your consent we may not be able to provide certain service for you.

Our time limit to respond to any legitimate request will be within one month. If your request may take longer than one month because of the complexity of a request then we shall endeavour to keep you updated.

Marketing

We may send you marketing material to promote our legal services to you from time to time. This may include news updates, promotional offers or information about certain events which may be of interest to you.

The firm’s website will have an option pop up for each user of the website: “This website uses cookies to improve your experience. We’ll assume you’re ok with this, but you can opt-out if you wish.”

You have the right to opt out of marketing if you wish.

Contact Details

Please contact Maryam Aslam for any questions or concerns that you may have. Our full details are as follows:

Tower Bridge Legal, Cobalt Square, 83 Hagley Road, Edgbaston, Birmingham, B16 8QG

Telephone: 0121 387 4000

Email: info@lawtbl.com

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).