CAMPIONS SOLICITORS
& ESTATE AGENTS

PRIVACY POLICY

In this Privacy Policy the terms, 'we' or 'us' is Campions Solicitors & Estate Agents Limited.

Your privacy is important to us and we are committed to keeping your information secure and managing it in accordance with our legal responsibilities under applicable data protection laws. We are registered with the UK Information Commissioner's Office (ICO) as a data controller under registration number ZA198358.

Please read this Privacy Statement carefully as it contains important information to help you understand how and why we process any personal information that you give to us.

What Information We Collect

We process personal information which you give us:

- As a client to provide you with legal services.
- Whilst servicing your account through our website, in writing or over the phone.
- If you request information or assistance from us.

What personal information we process

This includes:

- Personal details such as your date of birth, address, National Insurance Number, telephone number and email address.
- Identity information such as your passport, driving licence, utility bills or national identity card.
- Credit history and records relating to you, your partner or anyone else you are financially linked with (we obtain this information from credit reference and fraud prevent agencies).
- Family, lifestyle, financial and social circumstances.
- Financial details such as your income and information about your bank accounts.
- Employment/self-employment details.
- Information relating to the matter in which you are seeking advice or representation from us.

Special Categories of Personal Data

Special categories of personal data include information about an individual's health and other categories of personal information which are closely protected.

We do not generally process such information unless you have voluntarily provided this to us, or it is relevant to the legal service you have asked us to provide you with. For example,

in Family & Matrimonial matters, or where you have advised us of an issue, such as your health, which could mean that you may be classed as a "vulnerable client" i.e. due to your personal circumstances or personal characteristics you are particularly vulnerable to financial detriment. We will process sensitive information where you have provided this information to us and have agreed that we can use this information to deliver products and services to you. Where possible we shall seek to minimise the collection and use of such special categories of personal data.

How we use your Information

We use your information to:

- Provide legal services to you.
- Provide and service your relationship with us.
- Comply with legal obligations for the prevention of financial crime and money laundering.

We will process your information in order to meet our contractual obligations to you, where we have a legitimate interest to do so, and where we are permitted by law or to comply with applicable laws and regulation.

PURPOSE	LEGAL BASIS
Providing a service and internal processing	
To assess your needs and provide you with suitable products and services	• Contractual obligation to provide you with, or a proposal including a costs estimate • Where special categories of personal data are processed, these are necessary to assess your needs
To service and administer your matter including billing	• Legitimate interests to provide and manage the service
To verify the identity of our clients	• To comply with legal obligations to prevent money laundering
To confirm, update and improve our client records	• To comply with legal obligations in the Data Protection legislation
To provide you with any information on the services that you have requested	• To meet our contractual obligation to provide information on the services you have requested

Relationship Management	
To manage and develop our relationship with you	• Legitimate interest to service your matter and improve our service to you
To inform you of products and services that may be of interest to you, where you have chosen to be made aware of this	• With your consent
Training and development	
For training purposes and to improve our service to you	• Legitimate interests to improve our services and develop our employees
Complying with Legal Obligations	
To prevent, investigate and prosecute crime, fraud and money laundering	• To comply with legal obligations for prevention of financial crime and money laundering
For auditing purpose including external auditors. For example, Lexcel	• To comply with our legitimate interest to conduct audits and to comply with our legal and regulatory obligation.
If we are obliged to disclose information by reason of any law, regulation or court order	• To comply with legal obligations
Other	
To transfer information to any entity which may acquire rights in us	• Legitimate interests for commercial interests
For any other purpose to which you agree.	• With your consent

How we retain your personal information

We will retain your personal information in accordance with applicable laws. We will take reasonable steps to destroy or anonymise personal information we no longer need for the purposes we have set out above.