



PRIVACY NOTICE SUMMARY
EFFECTIVE FROM 25 MAY 2018 (UPDATED FEBRUARY 2023)

This Privacy Notice Summary outlines how Girlings Personal Injury Claims Ltd obtains, stores and uses information about you.

This document is intended to be a general overview and must be read in conjunction with the full version of the Privacy Notice which can be found at www.girlingspersonalinjury.co.uk/privacy-notice.pdf Alternatively, please contact the relevant lawyer and request a paper copy of the Privacy Notice.

1. Who is the ‘Data Controller’?

Girlings Personal Injury Claims Ltd. Our main trading address is Innovation House, Innovation Way, Discovery Park, Sandwich, Kent CT13 9FF.

Our Head of Risk and Compliance is Nikki Coyne. She can be contacted on enquiries@girlingspi.co.uk, by telephone on 01233 664711 or by post at Stourside Place, 35-41 Station Rd, Ashford TN23 1PP. The Head of Risk and Compliance is responsible for Data Protection.

2. What Data Do We Collect?

We may collect some or all of the following Personal Data:

- name;
- date of birth;
- gender;
- business/company name
- job title;
- profession;
- contact information such as email addresses and telephone numbers;
- demographic information such as post code, preferences, and interests;
- IP address;
- web browser type and version;
- operating system;
- a list of URLs starting with a referring site, your activity on Our Sites, and the site you exit to.

Due to the nature of our business, we may also collect what is known as Sensitive Person Information (SPI). SPI is information about an individual that reveals their racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic information, biometric information for the purpose of uniquely identifying an individual, information concerning health or sexual orientation.

3. **How Do We Collect Your Data?**

We may collect your data in the following ways:

- when you visit Our Sites (as defined in the Privacy Notice)
- when you contact us by telephone or email
- when you become a client
- from a third party

4. **Your Rights In Relation to Your Information**

- *The right to be informed* about Our collection and use of Personal Data;
- *The right of access* to the Personal Data We hold about you;
- *The right to rectification* if any Personal Data We hold about you is inaccurate or incomplete;
- *The right to be forgotten* – i.e. the right to ask Us to delete any Personal Data We hold about you;
- *The right to restrict* (i.e. prevent) the processing of your Personal Data;
- *The right to data portability* (obtaining a copy of your Personal Data to re-use with another service or organisation);
- *The right to object* to Us using your Personal Data for particular purposes; and
- *Rights with respect to automated decision making and profiling.*

5. **How Do We Use Your Data?**

We may use your Personal Data for the following purposes:

- Providing and managing your access to Our Sites;
- Personalising and tailoring your experience on Our Sites;
- Supplying Our products and services to you (please note that We require your Personal Data in order to enter into a contract with you);
- Personalising and tailoring Our products and services for you;
- Replying to emails from you;
- Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by clicking the unsubscribe link at the bottom of the email);
- Market research;
- Analysing your use of Our Sites and gathering feedback to enable Us to continually improve Our Sites and your user experience.

6. For How Long and Where Do We Store Your Data?

6.1 Emails and Correspondence (Business Related):

6.1.1 Digital – 10 years from completion of matter (stored in Mimecast)

6.1.2 Hard Copy – 6 years from completion of matter (hard copy files)

6.2 Server log information: we retain information on our server logs for one year from the date of collection.

6.3 Client services information: when you engage our services, we retain your information for a minimum of six years following payment of all our fees and expenses. We only keep medical records for a maximum of three months following payment of all our fees and expenses.

6.4 Correspondence and enquiries: when you make an enquiry or correspond with us for any reason, whether by email or via our contact form or by phone, we will retain your information for as long as it takes to respond to and resolve your enquiry, and for up to 3 years thereafter, after which point we will delete your information.

6.5 Marketing lists: we retain the information you used to sign up for our e-newsletter or marketing communications for as long as you remain subscribed (i.e. you do not unsubscribe or opt-out).

6.6 Client invoices: 7 years from end of relationship with customer, i.e. end of contractual relationship or date of last contact (whichever is later).

6.7 Client account details: 7 years from completion of matter from end of relationship with customer, i.e. end of contractual relationship or date of last contact (whichever is later)

6.8 All of your information is stored in the United Kingdom (UK).

7. Do We Share Your Data?

We may sometimes contract with third parties to support the services we provide to you, but only as required for the furtherance of your matter. These may include (but are not limited to) the third parties listed at Appendix A to the full Privacy Notice.

We may share your Personal Data within our business group of companies, including Girlings Europe and Girlings Solicitors LLP.

8. Our Use of Cookies

Our Sites may place and access certain first party Cookies on your computer or device. By using Our Sites you may also receive certain third party Cookies on your

computer or device. For more information on Cookies, please see the full version of the Privacy Notice.

9. Keeping You Informed

If you would like to receive updates on other services provided by Girlings Personal Injury Claims Ltd and Girlings Solicitors LLP, legal developments, event invitations and firm news **please opt in** below.

Yes please send me updates

Once you have provided your consent to receive marketing communications, you can withdraw your consent/unsubscribe at any time or change your preferences by clicking on the link at the bottom of our publications and invitations. Alternatively you can write to *Marketing, Girlings Solicitors, 16 Rose Lane, Canterbury, CT1 2UR*.

If you wish to opt out of this and all other marketing, please tick here

10. Confirmation of Acceptance

I confirm that I have read, understood and accept the terms of this Privacy Notice Summary, a copy of which I have retained.

Signed

Dated