

# Privacy Notice

## Aspen Law Limited

The UK's data protection law allows the use of personal data where its purpose is legitimate and is not outweighed by the interests, fundamental rights or freedoms of data subjects.

The law calls this the 'Legitimate Interests' ground for processing personal data.

Our use of this personal data is subject to an extensive framework of safeguards that help make sure that people's rights are protected.

These include the information given to people about how their personal data will be used and how they can exercise their rights to obtain their personal data, have it corrected or restricted, object to it being processed, and complain if they are dissatisfied.

These safeguards help sustain a fair and appropriate balance so our activities do not override the interests, fundamental rights and freedoms of data subjects.

### **PRIVACY NOTICE**

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and other organisations in the event you have a complaint. Please see the section on '**Your rights**' for more information.

#### **Introduction**

We are Aspen Law Ltd and for the purpose of the Data Protection Act 1998 (the Act), the data controller is Aspen Law Limited of 08 London Road, Slough Berkshire SL3 7HG. Authorised and Regulated by the Solicitors Regulation Authority. SRA Number 591168.

Personal information means any information about you from which you can be identified, but it does not include information where your identity has been removed (anonymous data).

As the 'controller' of personal information, we are responsible for how that data is managed. The [General Data Protection Regulation](#) ("GDPR"), which applies in

the United Kingdom and across the European Union, sets out our obligations to you and your rights in respect of how we manage your personal information.

As the 'controller' of your personal information, we will ensure that the personal information we hold about you is:

1. used lawfully, fairly and in a transparent way.
2. collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. relevant to the purposes we have told you about and limited only to those purposes.
4. accurate and kept up to date.
5. kept only as long as necessary for the purposes we have told you about.
6. kept securely.

If you have any questions about this privacy notice or would like further explanation as to how your personal information is managed, please send an email to [enquiries@aspen-law.co.uk](mailto:enquiries@aspen-law.co.uk) or write to Aspen Law Limited of 08 London Road, Slough Berkshire SL3 7HG

### **How we use your personal data**

We use your personal data for the following purposes:

- To provide you with the products and services you have requested
- We use your personal data to accept you as a new or returning customer to provide you with the products and services you have requested in accordance with the Trading Terms.
- To send you service communications, including in relation to changes to our Trading Terms or Terms of Trading
- We use the contact details you have provided to us so that we can communicate with you about the products and services that we provide, including to let you know about major changes to those products and services or to the Trading Terms or Terms of Trading between us or to any related information.
- Direct marketing (including by third parties)
- If you have provided your consent or we otherwise have the right to do so, we may use your contact details to send you direct marketing and keep you informed of promotional offers by email, SMS, post or telephone relating to our products and services.

- You can unsubscribe from our direct marketing at any time by clicking the "Unsubscribe" link in any of our emails or by contacting us.

Our trusted business partners would also like to use your name, email address, postal address and telephone number to inform you of similar products, services and promotional offers. We will only share your personal data with our partners where you have provided us with your consent to do so. You can unsubscribe at any time by clicking the "Unsubscribe" link in any of their emails or by contacting us.

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### **IP addresses and cookies**

- We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual and we will not collect personal information in this way.
- We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive.

They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

### **Your rights**

Under the [GDPR](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information;
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure (i.e. deletion) of personal information concerning you, in certain situations. **Please note that if you ask us to delete any of your personal information which we believe is necessary for us to comply with our contractual or legal obligations, we may no longer be able to provide services to you;**
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- object in certain other situations to our continued processing of your personal information;
- otherwise restrict our processing of your personal information in certain circumstances;

- claim compensation for damages caused by our breach of any data protection laws;

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation](#).

## **How to contact us**

If you would like to exercise any of those rights, please:

- email, call or write to Mr Shahid Iqbal our Data Protection Officer
- let us have enough information to identify you (eg your name and address),
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates, including any account or reference numbers etc.

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

All paperwork is securely locked away in our offices and all computers are password protected with only staff who are authorised having access. All our emails are encrypted.

## **How to complain**

We hope that we can resolve any query or concern you raise about our use of your information.

The [GDPR](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

**Changes to this privacy notice**

This privacy notice was published on 03.12.19 and last updated on 05.12.19.

We may change this privacy notice from time to time, when we do, we will inform you via letter or email.

**Do you need extra help?**

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).