



Northwest Law Services Limited Privacy Policy

Please take the time to read our privacy policy before submitting information to our website. The policy can be accessed from the bottom of every page on our website and will be updated from time to time.

Who we are

For the purposes of the UK's data protection regime, Northwest Law Services Limited (T/A NWL Costs Lawyers) ("we") will be what's known as the 'Data Controller' of the personal data you provide to us. Our registered address is Queen's House, Queens Road, Chester, CH1 3BQ. Our nominated data protection representative is Phil Roberts who can be contacted via phil.roberts@nwlcosts.com or by post to NWL Costs Lawyers, Queen's House, Queens Road, Chester, CH1 3BQ.

We take your privacy seriously and are committed to protecting and respecting your privacy.

The Information we collect

We collect information from you when you fill out a form on our website or via social media sites (that are not owned and controlled by us) – this includes your name, phone number, e-mail address and basic details about the services you are interested in.

We need to know your basic personal data in order to respond to your enquiry and provide the services required. We may also require your personal data in order to market any of services that may be of interest to you in the future. If we intend to use your personal data for marketing purposes, we will only do so where you have provided your consent. If you contact us by post or telephone we may keep a record of any correspondence and all telephone calls made to or from us may be recorded for training, to ensure we provide the right service and for regulatory compliance purposes.

Our website, IP addresses and cookies

When you visit our website, we may collect information which shows your IP address which gives us statistical information such as which pages you looked at; what browser you used and where you are based. The information is used for statistical purposes only i.e. to identify the categories of individual who use our services and how we can improve our services and/or website.

Like other websites we also use cookies, Cookies are small files that are stored on the hard drive of your computer through your web browser (if you allow it). The cookie enables the site to recognise your browser and capture and remember certain information to help improve the site and provide a better website service.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

When someone visits www.nwlcosts.com we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify individuals. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Storage of personal data

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers which are located within the EEA.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We store the personal data provided for no longer than is necessary to respond to your enquiry and, if applicable, to carry out the services requested or provide the marketing you have given your consent to. If you decide to instruct us we will provide further details about retention periods at the point of instruction.

What do we do with the information

We will pass on your information to one of our trusted partners who will contact you to discuss and advise on equity release or funeral plans or that information will be retained by us to enable us to provide services to you. We will only pass on your information to one of our approved partners. That information will be treated with the strictest confidence by any partner firm that deals with you.

We may share your information with the following:

- our employees and officers;
- analytics and search engine providers that assist us in the improvement and optimisation of our site;
- third party providers of marketing services (where you have given your consent to marketing)
- the prospective seller or buyer of business or assets in the event that we sell or buy any business or assets;
- a third party, if Northwest Law Services Limited or substantially all of its assets are acquired;
- third parties companies or organisations if we are under a duty to disclose or share your personal data in order to comply with any legal obligation.

We have agreements in place to ensure the safety of your personal data when it is shared with third parties.

Your rights

You do not have to provide the information we request of you. If you fail to do so this may prevent us from offering the required services to you or it may render our website ineffective.

As a Data Subject (i.e. the person whose data we are handling), you have the following rights:

1. The right to request a copy of all personal data we hold about you (please note a fee will be payable for excessive requests);
2. The right to request correction of personal data we hold about you if it is incorrect or incomplete;
3. The right to deletion of personal data we hold about you where there is no compelling reason for us to continue to hold it;
4. The right to restrict our data processing activities;
5. The right to request transfer of your personal data to a third party;
6. The right to object to processing if the lawful basis is legitimate interest or performance of a task in the public interest or if the processing is direct marketing;
7. The right to file a complaint with the Information Commissioner's Office (ICO).

If you would like to make a subject access request or if you have any queries or concerns in connection with this privacy policy or our handling of your data, please contact Phil Roberts at phil.roberts@nwlcosts.com or by post to NWL Costs Lawyers, Queen's House, Queens Road, Chester, CH1 3BQ.

Changes to this Privacy Notice

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated on 22 May 2018.