

Gorvins LLP

Standard Terms of Business

1. Gorvins Solicitors

1.1 Gorvins Solicitors is a trading name of Gorvins LLP (referred to as "Gorvins", "we", "us" or "our" in these Terms of Business), a limited liability partnership registered in England and Wales under company number: OC: 430834. The registered office address is Dale House, Tiviot Dale, Stockport, Cheshire, SK1 1TA.

1.2 When instructing Gorvins you will be working with a legal professional who will act on your instructions and advise you based upon those instructions.

2. Partners

2.1 We use the term "partner" to refer both to members of the LLP and to employees of, or consultants to, Gorvins Solicitors who have appropriate experience and qualification. A list of members and of other partners and consultants is available at our registered office; or we can provide a copy on request.

3. Our commitment to you

3.1 We are dedicated to providing all of our clients with the highest quality legal advice so that you can make the best decisions in your business and personal affairs.

4. Hours of business

4.1 Our offices are normally open between 9.00am and 5.30pm Monday to Friday.

5. Charges

5.1 Our charges are calculated mainly on the basis of time spent working on your matter. This includes meetings with you and others; time spent travelling (where necessary in connection with your matter); considering, preparing and working on papers; correspondence (whether by letter, email or otherwise); making and receiving telephone calls; and attending Court. Time is recorded in 6-minute units, and each activity is charged at a minimum of one unit.

5.2 Hourly rates vary depending on the level of qualification, experience and specialist expertise of the person carrying out the work. Our current hourly rates are shown below. These rates **exclude** VAT which will be added to your bill at the prevailing rate, currently 20%. Our VAT registration number is 355 0602 22.

Trainee Solicitor	£170 - £180
Paralegal	£126 - £135
Legal Executive	£261 - £261
Associate	£165 - £255
Senior Associate	£235 - £270
Consultant	£275 - £300
Partner	£245 - £330

5.3 We review our rates on 1st December each year to reflect inflation and changes in overhead costs. We will inform you in writing of any increase in rates before it takes effect.

5.4 The accompanying engagement letter explains the likely overall cost of your matter based on:

- information available to us at this stage;
- any specific fee arrangement agreed with you, such as a fixed or conditional fee; and
- the name(s) of the practitioner(s) who will be handling your matter.

5.5 The rates shown are indicative based on information currently available. We may review these rates in the event of things such as unexpected complexity or urgency; occurrences or information coming to our notice that we were previously unaware of; the need for specialist knowledge; or the need to carry out work outside normal office hours. We will let you know of any significant change in our cost estimate as your matter progresses.

5.6 We are entitled to charge:

- a minimum £30 + VAT for electronic transfers of money from one bank account to another;
- a minimum £35 + VAT for photocopying and faxes;
- £1.00 + VAT for each A4 colour photocopy; and
- Up to £25.00 + VAT for each on-line ID search we carry out (see 'Money Laundering Regulations', below).

6. Payments we may make on your behalf

6.1 We often have to make payments on behalf of clients, known as disbursements. These include things such as court fees, land registry fees and stamp duty; fees paid to counsel (a barrister who presents your case in court) or to experts such as doctors. We may ask you to pay money in advance ('on account') to cover disbursement costs. If you do not provide this money we have no obligation to pay for disbursements nor to obtain a service nor instruct a third party as we may be responsible for the cost. This may delay progress or be detrimental to your case.

7. Third parties

7.1 Our duty is to you at all times and we will not accept or receive instructions from a third party which may give rise to a conflict of interest.

7.2 Unless otherwise agreed between us, you will be responsible for paying our costs in full whether or not a third party is under an obligation or has given an undertaking to pay our costs.

7.3 If your matter involves court or other proceedings where you may recover costs from your opponent, our fees may exceed the amount you can recover. Your opponent may be unable to pay, or may not be required to pay, all charges and expenses you incur with us. Whether or not a court orders your opponent to pay costs, you are responsible for paying our charges and expenses. Any amounts that can be recovered will be a contribution towards them. If your opponent benefits from Legal Aid you will be unlikely to recover any costs even if you succeed.

7.4 If you are unsuccessful in court proceedings you may be ordered to pay the other party's charges and expenses in addition to our charges and expenses.

7.5 If you have a household insurance policy it may cover some of our legal costs. Or it may be possible to arrange insurance to cover liability for your opponent's legal expenses. Please tell us if you would like to consider these options.

8. Payment arrangements (See also: 'Money Laundering Regulations, section 19 below)

8.1 We will normally send you an invoice for our costs and expenses each month unless otherwise agreed. Invoices should be paid within one month. If they are not, we may charge interest on the unpaid bill at the rate of 8% per annum from the date payment is due until the date of payment. We may also cease to act for you, which may result in the completion of your transaction being delayed.

8.2 By signing and returning our letter of engagement you are agreeing that you can and will pay our fees. If you do not sign and return our letter of engagement but you continue to instruct us, this will mean you agree with these Terms and that you can and will pay our fees.

8.3 We do not accept payment in crypto-currency, whether in payment of our fees or as funds you intend to use for your transaction or business process. All payments to or via the firm must be in £ Sterling and deposited into our office or client account as applicable. We will not accept funds that have been generated from crypto-trading unless:

- the trading profits have been converted into Sterling and deposited into a UK bank account;
- you provide satisfactory evidence of the source of the funds you used to pay for the initial crypto trade; and
- you provide satisfactory evidence of beginning-to-end value movements of the funds in the crypto account.

9. Commission, interest and recovered charges

9.1 Any commission, interest or charges recovered by us in connection with your matter will be paid to you less any deductions required by law or that we are entitled to make against outstanding costs.

10. Payment of interest on money we hold on behalf of clients

10.1 We will pay interest to you on money we hold on your behalf when it is fair and reasonable to do so and the total accrued interest exceeds £50. The level of interest is calculated over the whole period for which the money is held. Interest is usually paid at the conclusion of a matter, or on a reasonable request or, if appropriate, it can be paid at regular intervals over the course of a matter.

10.2 We are obliged by the Solicitors' Regulation Authority to hold client monies on an instant access basis. This means the money is likely to accrue interest at a lower rate than if you were to deposit the same amount in a bank or building society savings account. Interest rates are subject to change when the bank base rate changes. Current rates are available on request.

11. Financial Services Compensation Scheme (FSCS)

11.1 FSCS protects temporary high balances in your account of up to £1million for up to six months. A temporary high balance in your funds in our client account could arise as a result of:

- A real estate (property) transaction (purchase, sale, equity release - relating to your main residence only).
- Benefits payable under an insurance policy.
- Personal injury compensation (unlimited amount).
- Disability or incapacity (state benefits).
- Claim for compensation for unfair dismissal.
- Redundancy (voluntary or compulsory).
- Marriage or civil partnership.
- Divorce or dissolution of their civil partnership.
- Benefits payable on retirement.
- Benefits payable on death.
- A claim for compensation in respect of a person's death.
- Inheritance.
- Proceeds of a deceased's estate held by their personal representative.

11.2 If required to prove you have held a temporary high balance, you or we may need to provide proof. This could include:

- A property sale receipt or agreement.
- A court judgement.
- A will.
- A letter from an insurer regarding an insurance pay-out.
- A letter from a lawyer, conveyancer, mortgage provider, former employer, pension trustees.
- A Court order.
- Social security statements.
- Probate/letters of administration.
- Death/marriage certificate.
- Land register and HMRC records.

11.3 The above list is not exhaustive and the evidence required will depend on the individual circumstances. If relevant supporting evidence is provided, the FSCS will pay you compensation within three months.

12. Exclusions and limitations on our liability to you

12.1 We are not liable to you for any loss of opportunity, profit or any indirect loss (whether caused by our negligence or that of our employees, agents, consultants or otherwise) which you may claim against us arising out of or in connection with the provision of our services to you (including any delay in providing or failure to provide the service). This provision applies to commercial clients only and does not apply to you if you are a consumer.

12.2 Our aggregate liability to you, and that of our employees, agents and consultants in any circumstances whatsoever, whether in contract, tort, statute or otherwise and howsoever caused (including our or their negligence) for loss or damage arising from or in connection with this and all other matters shall be limited to the maximum sum of £3,000,000 (three million pounds) excluding interest and costs.

12.3 Our liability to you, and that of our employees, agents and consultants, is limited to exclude liability for any loss or damage arising by reason of the failure of any bank to which your money is paid to repay that money when requested to do so, whether by reason of the bank's administration or insolvency or otherwise.

12.4 The provisions in paragraphs 12.2 and 12.3 do not apply in the case of fraud or reckless conduct on our part.

12.5 A copy of our professional negligence insurance policy is available to be inspected during normal working hours at our office in Stockport.

13. Tax and investment matters

13.1 Unless specifically agreed in writing, we are not advising on any tax or investment aspects of any transaction, which we assume will be handled by your tax or investment advisors. If you do not have an advisor, or you have not received tax or investment advice, please raise this with us and we can consider with you the best way in which you should receive such advice. We will supply all information requested of us by your tax or investment advisor to the extent and for such purposes as permitted by law.

13.2 If you need advice on investments, we may need to refer you to someone authorised by the Financial Conduct Authority (FCA), as we are not. As solicitors regulated by the Solicitors Regulation Authority we may be able to provide limited investment advice services where these are closely linked to the legal work we are doing for you.

13.3 We are not authorised by the FCA, but we are included on a register maintained by the FCA permitting us to carry on insurance mediation activity. This is broadly the advising on, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by the Solicitors Regulation Authority. You can view the FCA register at www.fca.gov.uk/register

13.4 If you are unhappy with any investment advice you receive from us, please see 'Client Satisfaction', below.

14. Client satisfaction

14.1 It is important to us that our clients receive the best possible service from Gorvins. If you are unhappy with any part of our service or our charges, please raise your concerns with the person handling your case.

14.2 If you remain dissatisfied please contact the relevant Head of the Department, who will review your complaint. If you are still dissatisfied you can ask the firm's Complaints Partner, Andrew Curwen, to investigate your complaint. Please see our full [complaints procedure](#), which is also on our website, or we will supply a copy on request.

14.3 We will provide you with our final response to your complaint within eight weeks of receiving it, unless exceptional circumstances prevent this. If you are not satisfied with our final response you have the right to refer it to the Legal Ombudsman (www.legalombudsman.org.uk). PO Box 6806, Wolverhampton, WV1 9WJ, 0300 555 0333. Complaints normally need to be referred to the Ombudsman within one year of (a) the date on which the circumstances giving rise to the complaint occurred; or (b) the date on which you became aware that you had a reason to bring a complaint. In some circumstances you may also be entitled to have our charges reviewed by the Court under sections 70-72 of the Solicitors Act 1974.

14.4 We are regulated by the Solicitors Regulation Authority (SRA), the independent regulatory arm of the legal profession in England and Wales (authorisation number 801186) and are subject to the SRA Codes of Conduct 2019 ([SRA Code of Conduct for Solicitors](#) and [SRA Code of Conduct for Firms](#)). You may raise concerns about a solicitor's services or conduct with the SRA.

15. Storage and retrieval of documents

15.1 After completing the work or the termination of your instructions (see below) we are entitled to keep all your papers and documents if the bill for any of our fees and charges has not been paid.

15.2 We will keep our file of papers (except those you have asked us to return to you) for a period of time after your matter has concluded, known as the 'retention period'. This is typically a minimum of six years but may be longer than this in some cases. Ask the person handling your matter if you would like more details on this. We will keep the file on the understanding that we have the authority to destroy it at the end of the retention period. We will not destroy documents that you ask us to deposit in safe custody.

15.3 We will not normally charge to retrieve documents from storage that relate to continuing or new instructions. We may charge for time spent producing the papers or documents, reading or performing other work at your request.

16. Data Protection

16.1 At Gorvins Solicitors we respect your privacy and we are committed to protecting your personal data.

16.2 Our Privacy Notice tells you how we collect and use personal information about you, about your privacy rights and how the law protects you. The Privacy Notice is at Appendix 1 to these Terms of Business and is also available on our website at www.gorvins.com/privacy-policy/

16.3 If you have any questions about our use of your information or if you wish to let us know about changes to your personal details please write to The Data Protection Partner, Gorvins Solicitors, Dale House, Tiviot Dale, Stockport, SK1 1TA or email dataprotection@gorvins.com

17. Cancellation - consumer clients only

17.1 If you are a new consumer client of the firm and have not attended our offices in person, and:

- you have instructed us by means of 'distance communication' such as telephone or e-mail; or
- we or our agent visited you at your home or place of work to take your instructions,

you have a right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel your instructions within 14 working days from first instructing us without any charge being made by us.

17.2 This may be done by informing us in writing (including e-mail) at any time during the 14-day period.

17.3 This cancellation right does not apply if we start work during the 14 day period at your request or with your prior consent, and then you cancel your instructions. In such case we are entitled to charge you an amount for work carried out up to your cancellation of your instructions in proportion to the full terms of our contract with you.

18. Termination

18.1 You may terminate your instructions with us in writing at any time. However, we may (as stated above) keep all papers and documents belonging to you until you have paid your bill in full.

18.2 We may only decide to stop acting for you with good reason, for example if you do not pay an interim bill. We will give you reasonable notice that we will stop acting for you.

18.3 If you or we decide that we should stop acting for you, you will pay our charges up until that point. These will be calculated on an hourly rate basis or as a proportion of any agreed fee, plus expenses.

19. Money Laundering Regulations (See also 'Payment arrangements', section 8 above)

19.1 **Confirming your identity:** In accordance with Money Laundering Regulations and our policy on client engagement, we need satisfactory evidence of your identity. We will keep copies of evidence you provide for this purpose for at least five years after the conclusion of your matter or the ending of a business relationship between us.

19.2 In some instances we also need to ask for confirmation of the identity of third parties, for example where another person provides money or is otherwise involved in the matter on which you instruct us.

19.3 To verify your identity and/or that of any third party, we may use an on-line identity search service provided by a third party. This may use biometric technology such as fingerprint or facial recognition, and may be subject to a charge per search of up to £25.00, plus VAT. The service verifies personal information supplied by you or by a third party, and by checking information on the Electoral Roll or your credit file, for example, or held by bodies such as the Passport Office and DVLA. The search will show on your credit file but it will not affect your credit rating. By instructing us to act on your behalf you consent to us carrying out such searches.

19.4 **Confirming your sources of funds and wealth:** Money Laundering Regulations require that in some matters we obtain evidence from you confirming your sources of funds and wealth. This means we will ask you to explain how you obtained the money or arranged financing for your transaction or business process; and in some cases we will ask about how you built up your overall wealth. We will ask for evidence such as bank statements and payslips to prove your earnings, savings and investments. If your transaction funds or personal wealth (where relevant) have been obtained from sales of business assets or real property, or from an employment settlement or other compensation, or from money left to you in a will, we will need evidence confirming this.

19.5 The person handling your matter will tell you what evidence we will need. Please provide this evidence promptly. Any delay could hold up progress on your matter. If you are unable to prove your source of funds or wealth satisfactorily we may be unable to continue acting for you.

19.6 **Cash payments and crypto-currency:** we do not accept payment in cash of any amount. Please ensure you have a means of paying transaction monies and our fees directly from your bank account or authorised credit facility. We do not accept payments in crypto-currency. Subject to conditions we may accept fiat funds generated from crypto-trading profits. See section 8 'Payment arrangements' for more details on this.

19.7 **Money taken from children's savings accounts:** We will not accept money withdrawn by you from a children's savings account for the purpose of:

- (a) contributing toward the funds for the transaction on which you instruct us; or
- (b) contributing toward payment of our fees,

unless and to the extent that such use of the money is lawful, permitted under the terms and conditions of the account, and commensurate with your obligations as trustee of the account.

19.8 **Reporting money laundering offences:** Money laundering is a serious offence. We will report suspicious transactions to the appropriate authorities in the UK without further reference to you, unless legal professional privilege applies to protect the matter from disclosure. We are not liable for damages arising out of delays or any other cause relating to our adherence to the Money Laundering Regulations or other applicable legislation.

20. Confidentiality

20.1 We will keep your affairs confidential and will not disclose information about you or your matter unless you consent or we are required or permitted by law to do so.

20.2 If we need to seek advice or assistance from a third party such as a barrister, doctor or other expert, the third party has the same duty of confidentiality. Unless you tell us otherwise we will assume that in instructing us you agree to us seeking advice and assistance from third parties such as we consider appropriate in your case.

20.3 We may hold information relating to another client which is material to work we are doing for you. In such a case it may not be possible for us to maintain our duty of confidentiality both to you and to the other client. In that case it is likely we would have to cease acting either for you or for the other client or both. We will tell you if this applies to you.

20.4 There are rare exceptions in which, subject to certain conditions, we may be able to continue acting both for you and another client where we would otherwise be prevented from doing so due to a conflict of interests. Again we will tell you if this applied to you.

21. Authorised disclosure

21.1 Where we are also acting for a third party involved on your side of the matter, such as a lender or an insurance company, we have a duty to fully disclose to them all relevant facts about your matter. By instructing us you are authorising us to make such disclosure.

22. Quality standards

22.1 Gorvins adopts stringent quality control measures. As a result of this we may be subject to periodic review by outside assessors. This could mean your file is selected for inspection, for which we would need your consent. All inspections are, of course, conducted in confidence. Very few of our clients object to this, and we will assume we have your consent unless you inform us to the contrary.

23. Equality and diversity

23.1 We have a duty not to discriminate either directly or indirectly against any person on the grounds of race or racial group, sex, sexual orientation, religion or belief, age or disability. We take all reasonable steps to comply with the terms of our equality and diversity policy in all our dealings with clients, employees, partners, barristers, other lawyers and third parties. We will be happy to provide you with a copy of our equality and diversity policy on request.

24. Applicable law

24.1 Our contract for the provision of services will be governed by English Law.

25. Agreement

25.1 Unless otherwise agreed, these Terms of Business will also apply to any future instructions you give us. Your continuing instructions will amount to your acceptance of these Terms of Business.

I agree to instruct Gorvins Solicitors in accordance with the above Terms of Business.

Signed by: **Mr Test Middle Case**

Signature:

Date:

Signed by:

Signature:

Date:

File No. 9999999.178

Cancellation Notice Form

To Gorvins Solicitors of Dale House, Tiviot Dale, Stockport, SK1 1TA, fax number 0161 930 5252 and email; enquiries@gorvins.com:

I/We hereby give notice that I/we cancel my/our contract for the supply of the legal services as agreed to be provided on the.....day of.....20.....

Surname:

First Name:

Address:

.....

.....

Post Code:

Solicitors Name:

Gorvins Reference:

Appendix 1: Privacy Notice (Privacy Notice Version 2.01 April 2023)

Introduction

Gorvins Solicitors is a trading name of Gorvins LLP (Company number: OC: 430834) (collectively referred to as "Gorvins", "we", "us" or "our" in this privacy notice) respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we collect and use any personal information about you and tell you about your privacy rights and how the law protects you.

Important information and who we are

Controller

Gorvins Solicitors is the "data controller" and is responsible for your personal data.

We have appointed a Data Protection Partner (DPP) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the DPP using the details set out below.

Contact details

Our full details are: Gorvins Solicitors is a trading name of Gorvins LLP a limited liability partnership registered in England and Wales under company number: OC: 430834

Registered Office and postal address: Dale House, Tiviot Dale, Stockport, Cheshire, SK1 1TA

Name of Data Protection Partner: Christian Mancier

Email address: dataprotection@gorvins.com

Telephone number: 0161 930 5151

ICO registration number: ZA767572

You 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 Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Purpose of this privacy notice

This privacy notice aims to give you information on how we, Gorvins Solicitors, collects and processes your personal data which we may collect from you, whether that be in the process of providing legal services to you or any organisation you represent, when we meet you, communicate with you via e-mail or hard copy correspondence, engage with us via social media, when you attend (or register to attend) one of our events or through your use of the Gorvins website or the Gorvins app, including any data you may provide through our website and/or app when you sign up to our newsletter or take part in a competition.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

We collect information from you when you fall into one (or more) of the following categories:

"Clients" means any individual natural person who has engaged us to provide legal advice to them (alone or jointly) in their personal capacity.

"Instructing Officers" means individual natural persons who have instructed us to provide legal services either on behalf of another person (e.g. a minor or individual lacking mental capacity) or to a company, partnership, trust, estate, agency, department, other forms of corporate entities or any other group or organisation (whether incorporated or unincorporated) whom they represent.

"Subscribers" means any individual natural person who has signed up to one of our newsletters or bulletins, has attended (or registered to attend) any of our events (whether those events be put on by Gorvins or by Gorvins in conjunction with a third party), follows us on social media or has made an enquiry to Gorvins relating to the possible provision of legal services, whether via our website, app or otherwise, either in their capacity as a potential Client or a potential Instructing Officer.

Please note you may fall into one or more of the above categories and as a result we may hold your personal information in a number of different capacities.

Changes to the privacy notice and your duty to inform us of changes

This version was last updated on 1st April 2023 and earlier versions can be obtained by contacting us.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links

The Gorvins website and app may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website or app, we encourage you to read the privacy notice of every website you visit.

Employees, partners and consultants.

We have a separate privacy notice for those who are (or have been) employees, consultants or partners of Gorvins which sets out the additional information we may hold about employees, consultants or partners of Gorvins. If you are (or were) an employee, consultant or partner of Gorvins then please contact the DPP via dataprotection@gorvins.com for further information.

The data protection principles

We adhere to the principles relating to Processing of Personal Data set out in the retained EU law version of the General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 which require Personal Data to be:

- (a) Used lawfully, fairly and in a transparent way.
- (b) Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- (c) Relevant to the purposes we have told you about and limited only to those purposes.
- (d) Accurate and up to date.
- (e) Kept as long as necessary for the purposes we have told you about.
- (f) Kept securely.

We are responsible for and must be able to demonstrate compliance with the data protection principles listed above.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, gender, job title, photographic identification, proof of address identification, credit check and electronic ID verification.
- **Contact Data** includes billing address, correspondence address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Matter Data** includes details we may hold about you which are connected to the specific matter where we are instructed to provide legal advice to you or the organisation or person(s) you represent, whether in your capacity as a Client or Instructing Officer. This will vary depending on the nature of the matter and legal advice you are seeking. By way of example this may include information such as employment information, tax details, marriage/relationship information, directorship and/or shareholding details, personal correspondence and personal financial information.
- **Relationship Data** includes Identity Data and Contact Data along with other information regarding your relationship with Gorvins which will include details of the length of relationship with Gorvins, those matters where you have instructed Gorvins, members of staff at Gorvins you have worked with, details of your attendance at events run by Gorvins and dietary information where you have attended a Gorvins event.
- **Transaction Data** includes details about payments to and from you and other details of products and services we have provided you with.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website and/or app.
- **Profile Data** includes your username and password used to log into our website or app, your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our website or app, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties, your communication preferences, information on click throughs, open rates, bounce rates and return to sender notifications relating to e-mail communications and details of your attendance at events run by Gorvins.
- **Social Media Data** including usernames, company details and engagement information (such as likes, shares, retweets, comments) when you engage with our social media accounts on Twitter, Facebook, Linked In and You Tube.
- **Monitoring Data** includes CCTV images and visitor registration data (name, company, person you are seeing, vehicle registration details, time in and time out) when you visit our offices.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website or app

feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

Special Categories of Personal Data

We may collect Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, genetic and biometric data and criminal convictions and offences). This will be collected only to the extent it is relevant to the legal advice you are asking us to provide. For example where we are acting on a personal injury matter we will need to process medical details relating to your injury. If we are providing advice in relation to a matrimonial matter we may need to process details relating to your sexual life, sexual orientation, medical and health records and criminal convictions and offences. If we are acting on a matter relating to an alleged criminal offence, then we will need to process details of that alleged criminal offence and any prior criminal offences and/or convictions. Where we collect any of this information from a third party we will always ask you to confirm the accuracy of the information.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

How is your personal data collected?

We use different methods to collect data from and about you including through:

Direct interactions. You may give us your Identity, Contact, Marketing and Communications, Social Media and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- ask us to provide you with legal services;
- make an enquiry via our website;
- use our app;
- visit our offices or meet with us;
- subscribe to our online services or publications;
- request marketing to be sent to you;
- enter a competition, promotion or survey;
- engage with us via social media; or
- give us some feedback.

Automated technologies or interactions. As you interact with our website or app, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy (www.gorvins.com/cookie-usage-and-data-collection/) for further details.

Third parties or publicly available sources. We may receive personal data about you from various third parties and public sources as set out below:

- Technical Data from the following parties:
 - (a) analytics providers such as Google based outside of the United Kingdom;
 - (b) advertising networks such as Google Ads, Facebook and Twitter based outside of the United Kingdom; and
 - (c) search information providers such as Experian (via its 192.com service), Credit Safe, CRIF and Legalinx as well as credit reference agencies and other background check agencies based outside of the United Kingdom.
- Contact, Financial and Transaction Data from providers of technical, payment and delivery services such as National Westminster Bank plc and Worldpay based outside of the United Kingdom.
- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the United Kingdom.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you (whether that be in your capacity as a Client or where you are an Instructing Officer on behalf of our ultimate client).
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Please see the *Glossary* section at paragraph 11 of this Privacy Policy to find out more about the types of lawful basis that we will rely on to process your personal data.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us using the contact details set out at paragraph 1 of this Privacy Policy.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contacting us using the contact details set out at paragraph 1 of this Privacy policy if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you (or the organisation you represent where you are an Instructing Officer) as a new customer, avoid any conflict of interest and to comply with our "know your client" and anti-money laundering obligations	(a) Identity (b) Contact	(a) Performance of a contract with you (or the organisation you represent where you are an Instructing Officer) (b) Necessary for the legitimate interests of the organisation you represent where you are an Instructing Officer (c) Necessary for the vital interests of the person(s) you represent where you are an Instructing Officer on behalf of another person (e.g. a minor or individual lacking mental or physical capacity)
To process and deliver legal services to you (or the organisation you represent where you are an Instructing Officer) including: (a) Communicating with you, taking instructions and giving legal advice (b) Managing payments, fees and charges (b) Collecting and recovering money owed to us	(a) Identity (b) Contact (c) Financial (d) Matter (e) Transaction (f) Marketing Communications and	(a) Performance of a contract with you (or the organisation you represent where you are an Instructing Officer) (b) Necessary for the legitimate interests of the organisation you represent where you are an Instructing Officer (c) Necessary for the vital interests of the person(s) you represent where you are an Instructing Officer on behalf of another person (e.g. a minor or individual lacking mental or physical capacity) (d) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you (or the organisation you represent where you are an Instructing Officer) which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey (c) Providing you with a safe environment when you visit our offices	(a) Identity (b) Contact (c) Profile (d) Relationship (e) Marketing Communications and (f) Social Media (g) Monitoring Data	(a) Performance of a contract with you (or the organisation you represent where you are an Instructing Officer) (b) Necessary for the legitimate interests of the organisation you represent where you are an Instructing Officer (c) Necessary to comply with a legal obligation (d) Necessary for our legitimate interests (to keep our records updated, to study how customers use our services, to collate feedback on our services and to provide you with a safe environment when you visit our offices)
To enable you to partake in a prize draw, competition or complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing Communications and	(a) Performance of a contract with you (or the organisation you represent where you are an Instructing Officer) (b) Necessary for our legitimate interests (to study how Clients, Instructing Officers and Subscribers use our services, to develop them and grow our business)

	(f) Social Media	
To administer and protect our business, website and app (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical (d) Profile	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website and app content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how Clients, Instructing Officers and Subscribers use our services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website and app, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage (c) Social Media	Necessary for our legitimate interests (to define types of customers for our services, to keep our website and app updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about services or events that may be of interest to you and to provide you with newsletters, bulletins and other information about our services	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Social Media Data (g) Marketing and Communications Data	(a) Necessary for our legitimate interests (to develop our services and grow our business) (b) With your consent
To operate our social media accounts and engage with you via these accounts	(a) Identity (b) Profile (c) Marketing and Communications (d) Social Media	Necessary for our legitimate interests (in maintaining a relevant, visible and engaging social media presence)

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. You have the right to withdraw your consent or amend your marketing preferences at any time by contacting dataprotection@gorvins.com

Promotional offers from us

We may use your Identity, Contact, Technical, Usage, Profile, Relationship, Marketing and Communications and Social Media Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased services from us or have attended one of our events or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

Third-party marketing

We will get your express opt-in consent before we share your personal data with any organisation outside of Gorvins for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us using the contact details set out at paragraph 1 of this Privacy Policy at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of the provision of legal advice (where this is necessary for the performance of a contract) or on a legitimate interest basis.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. Please see our cookie policy (www.gorvins.com/cookie-usage-and-data-collection/) for further details.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us using the contact details set out at paragraph 1 of this Privacy Policy at any time.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of your personal data

We may have to share your personal data with the parties set out below for the purposes set out in the table above.

- Gorvins Residential (company number OC430833) who provide central support services to Gorvins LLP on an outsourced basis. This includes, amongst others, reception, accounting, credit control, HR, marketing, IT, management and central support services.
- External Third Parties as set out in the Glossary (see page 8, below).
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

International transfers

Many of our external third parties are based outside the United Kingdom so their processing of your personal data will involve a transfer of data outside the United Kingdom.

Whenever we transfer your personal data out of the United Kingdom, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following adequate safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved for use in the United Kingdom which give personal data the same protection it has in the United Kingdom. These can include contracts known as "binding corporate rules" or standard clauses specified in regulations made by the Secretary of State or in a form adopted by the Information Commissioner
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see European Commission: EU-US Privacy Shield.

Please contact us using the contact details set out at paragraph 1 of this Privacy Policy at any time if you want further information on the specific mechanism used by us when transferring your personal data out of the United Kingdom.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents,

contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

Data retention

How long will you use my personal data for?

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

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us using the contact details set out at paragraph 1 of this Privacy Policy at any time.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax and regulatory purposes.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your legal rights

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us using the contact details set out at paragraph 1 of this Privacy Policy at any time.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Glossary

LAWFUL BASIS

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us using the contact details set out at paragraph 1 of this Privacy Policy at any time.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

THIRD PARTIES

External Third Parties

- Service providers acting as processors based inside and outside of the United Kingdom who provide IT and system administration services.
- Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based within the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.
- Third parties who introduce matters to us where we are contractually obliged to provide updates on how the matter is progressing. This will include, amongst others, other law firms or organisations such as insurance companies or police federations who have agreed to be responsible for the payment of our fees.
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances.
- The National Crime Agency (based in the United Kingdom) where we are under a legal or regulatory obligation to report issues relating to fraud and fraud prevention.
- The Law Society of England and Wales, The Solicitors Regulation Authority and the Legal Ombudsman, all based in the United Kingdom, for the purposes of regulatory compliance and complaints handling.
- Our insurers for matters relating to our professional indemnity insurance in relation to any legal advice we may give you.
- Third party service providers who perform ancillary legal activities on our behalf which are necessary to progress matters where we are providing legal advice to you. This would include company formation agents, expert witnesses, virtual data room providers, process servers, costs draftspersons, medical agencies, tracing agents, legal expense insurers, barristers and other solicitors.
- Third party organisations who we may have to work in conjunction with to progress legal activities on your behalf. This would include estate agents, surveyors, accountants, independent financial advisors, stock brokers, mortgage brokers, insurance brokers, corporate finance advisors and other brokers.
- Third party service providers who require access to your data in the course of providing their services to us. This would include organisations providing the following services: public relations and marketing, IT support, digital dictation services, practice/case/document management systems, printing and reprographics support, event hosting services, e-mail marketing management systems (e.g. mailchimp), survey, polling and market research/insights services (e.g. survey monkey).