

GDPR PRIVACY NOTICE

Introduction

Miller Goodall Ltd (the Company) collects and processes personal information, or personal data, relating to its employees, workers and contractors to manage the working relationship. This personal information may be held by the Company on paper or in electronic format.

The Company is committed to being transparent about how it handles your personal information, to protecting the privacy and security of your personal information and to meeting its data protection obligations under the General Data Protection Regulation ("GDPR") and the Data Protection Act 2018. The purpose of this privacy notice is to make you aware of how and why we will collect and use your personal information both during and after your working relationship with the Company. We are required under the GDPR to notify you of the information contained in this privacy notice.

This privacy policy explains how we use any personal information we collect about. If you have any queries about this Privacy Notice or how we process your personal information, please contact the Data Protection Officer by email: info@millergoodall.co.uk or by post: Miller Goodall Limited, Ashworth House, Deakins Business Park, Blackburn Road, Egerton, Bolton BL7 9RP, marked for the attention of the Data Protection Officer.

What information do we collect about you?

We collect information about you when you contact us, for example by corresponding with us by phone, e-mail or otherwise, or by providing us with documents. It includes information you provide when you provide instructions to us. The information you give us may include your name, address, e-mail address and phone number, and details regarding or relating to your matter or enquiry.

If you provide any information about any other individuals such as colleagues or people involved in your project, you warrant to us that you are entitled to provide that information to us and to authorise us to process it on the same basis as we will process the rest of the data you provide about yourself, and you confirm that you have provided such individuals with the information required by the GDPR.

When someone visits www.millergoodall.co.uk 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 that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

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We also collect information about you when you complete the form on the contact page of our website. We also collect information when you voluntarily complete customer surveys and provide feedback. This information includes your title, name, address, contact details (including telephone numbers, email address).

We may also collect information we receive about you from sources other than directly from yourself, which may include sources available over the Internet including social media such as LinkedIn, Facebook, Twitter and Instagram.

How will we use the information about you?

We will only use your personal information when the law allows us to. These are known as the legal bases for processing. We will use your personal information in one or more of the following circumstances:

- where we need to do so to perform a contract for services we have entered into with you;
- where we need to comply with a legal obligation;
- where it is necessary for our legitimate interests (or those of a third party), and your interests or your fundamental rights and freedoms do not override our interests.

We use your information collected from the website to:

- prepare fee proposals;
- provide advice in relation to your query;
- deliver our products and services;
- carry out your instructions;
- process payments relating to your instruction, including fees and refunds;
- communicate with you about your instruction(s), including responding to your enquiries (as is necessary for the performance of a contract between you and us and/or as is necessary in accordance with our legitimate interests);
- administer debt recovery processes, where you owe us money under a contract or otherwise (as is necessary for the performance of a contract between you and us and/or as is necessary in accordance with our legitimate interests);
- fulfill our obligations owed to a relevant regulator, tax authority or revenue service (as is necessary for compliance with our legal obligations and/or as is necessary in accordance with our legitimate interests); and
- send you information about upcoming events and services related to our and/or your professional areas of expertise (in accordance with our legitimate interests).

We need all the types of personal information listed under "*What information do we collect about you?*" primarily to enable us to perform our contract with you and to enable us to comply with our legal obligations. In some cases, we may also use your personal information where it is necessary to pursue our legitimate interests (or those of a third party), provided that your interests or your fundamental rights and freedoms do not override our interests.

Your personal information may be shared internally within the Company. In processing your enquiry, we may also use information from credit reference agencies and fraud prevention agencies.

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Who we share your data with

Where relevant, given the nature of the products and services provided to you, we may also share your information with the following categories of third parties:

- third party service providers who we instruct for the purposes of handling cases, including subcontractors, solicitors, surveyors, experts, insurers, third parties involved in a claim, medical agencies (as is necessary for the performance of a contract between you and us);
- third party service providers who support the operation of our business, such as IT suppliers, financial service providers, and debt collection agencies (as is necessary for the performance of a contract between you and us and/or as is necessary in accordance with our legitimate interests);
- regulators and law enforcement agencies, including the police, the Financial Conduct Authority, HM Revenue and Customs or any other relevant authority who may have jurisdiction (as is necessary for compliance with our legal obligations and/or as is necessary in accordance with our legitimate interests).

Change of purpose

We will only use your personal information for the purposes for which we collected it. If we need to use your personal information for a purpose other than that for which it was collected, we will provide you, prior to that further processing, with information about the new purpose, we will explain the legal basis that allows us to process your personal information for the new purpose and we will provide you with any relevant further information. We may also issue you with a new privacy notice.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at: info@millergoodall.co.uk or by post: Miller Goodall Limited, Ashworth House, Deakins Business Park, Blackburn Road, Egerton, Bolton BL7 9RP, marked for the attention of the Data Protection Officer.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. We do not use cookies on our website.

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Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

How does the Company protect your personal information?

The Company has put in place measures to protect the security of your personal information. It has internal policies, procedures and controls in place to try and prevent your personal information from being accidentally lost or destroyed, altered, disclosed or used or accessed in an unauthorised way. In addition, we limit access to your personal information to those employees who have a business need to know in order to perform their job duties and responsibilities. You can obtain further information about these measures from our data protection officer.

The Company also has in place procedures to deal with a suspected data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

For how long does the Company keep your personal information?

The Company will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax or accounting requirements.

Personal information that is no longer to be retained will be securely and effectively destroyed or permanently erased from our IT systems.

In some circumstances, we may anonymise your personal information so that it no longer permits your identification. In this case, we may retain such information for a longer period.

Transferring personal information outside the European Economic Area

The Company will not transfer your personal information to countries outside the European Economic Area.

Automated decision making

Automated decision making occurs when an electronic system uses your personal information to make a decision without human intervention.

We do not envisage that any employment decisions will be taken about you based solely on automated decision making, including profiling. However, we will notify you in writing if this position changes.

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Changes to our privacy policy

The Company reserves the right to update or amend this privacy notice at any time, including where the Company intends to further process your personal information for a purpose other than that for which the personal information was collected or where we intend to process new types of personal information. We will issue you with a new privacy notice when we make significant updates or amendments. We may also notify you about the processing of your personal information in other ways. This privacy policy was last updated on 24th May 2018.

How to contact us

If you have any questions about this privacy notice or how we handle your personal information, please contact us by email: info@millergoodall.co.uk or by post: Miller Goodall Limited, Ashworth House, Deakins Business Park, Blackburn Road, Egerton, Bolton BL7 9RP, marked for the attention of the Data Protection Officer.

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