

Privacy Policy

Cordery takes your privacy very seriously. Please read this policy carefully as it contains important information about what to expect when we collect personal information about you and how we will use this information.

We refer to some other services and organizations in this policy that we are involved with whose privacy policies we encourage you to also check.

Who are we?

We are Cordery Compliance Limited (“Cordery”), a law firm. Our office address is: Lexis House, 30 Farringdon Street, London, EC4A 4HH, United Kingdom.

Cordery is registered with the Information Commissioner’s Office (ICO) in the UK under registration number ZA042607.

What is this policy about?

This policy applies to information we collect about:

- visitors to our website;
- people who contact us through our website; and,
- people whose personal information is sent to us in any other way.

What do we collect?

When you contact us through our website we collect the following personal information from you:

- name;
- email address; and,
- telephone number.

If you send us other personal information we may also process this.

We may also collect and process information about you from other sources to help us provide our services, in particular when we're doing a client on-boarding process.

In addition, we may process the following information about you:

- location information;
- emails sent by us using software provided by Vuture, which integrates with software provide by LexisNexis Enterprise Solutions;
- information from cookies – please see our Cookies Policy [here](https://www.corderycompliance.com/cookie-policy/)
- information from other sites where you ask us to connect to them;
- CCTV and visitor logging systems (operated by our landlord) if you visit our premises;
- phone calls that we may choose to record, for example for quality assurance purposes; and,
- information sent to us by our clients or by third parties.

How we will use the information about you?

General

We process your personal information either where we have your consent to do so, which you may withdraw at any time, or otherwise where this is necessary for:

- To perform our contract with you for the provision of our services or to take preliminary steps at your request;
- To fulfil our legal obligations; or,
- The purposes of the legitimate interests pursued by us or a third party.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. You can however object to processing with regard to legitimate interests at any time and, if you do so, we will stop processing the personal data unless we can show compelling legitimate grounds which override your rights and interests, or we need the data to establish, exercise or defend legal claims.

Specific

We may also do the following:

- gather information from our website to answer any enquiries you raise with us through our website;

- when we send emails to you we may use statistics on the emails we have sent, whether you had read them and other information which we find relevant;
- share your information for legal or compliance purposes, including with the ICO and our professional regulator the Solicitors Regulation Authority (SRA); and,
- process your information to protect our business or in the interests of security, public interest or law enforcement, or disclose it in connection with actual or proposed litigation, or to protect our property, security or people or to enforce our legal rights and interests.

Marketing

If you have given us permission, we may contact you by:

- mail;
- telephone;
- SMS;
- text/picture/video message;
- social media; or,
- email

to provide you with information about special features of our website or any other service we think may be of interest to you.

If you would rather not receive this information, please simply email mark.dyke@corderycompliance.com.

If you agree to us providing you with marketing information you can always opt out at a later date.

Applying for a job online

If you use the website to apply to work with us we will use the information you supply to process your application and monitor recruitment statistics.

We may transfer your information to other organizations we work with and outside of your home country.

Personal information about unsuccessful candidates will be held for up to a year after the recruitment exercise has been completed, following which it will be deleted.

If we recruit you we will further engage with you about privacy terms concerning your employment.

Cookies and other information-gathering technologies

Our website uses cookies – for more see our Cookies Policy [here](https://www.corderycompliance.com/cookie-policy/)

We use WordPress.com to help with some of the content on our website – they may require you to enter a name and email address.

We use various Google services including Google Maps to give directions to our office and YouTube to show videos, and we also use analytics tools from Google to

collect standard internet log information and details of visitor behaviour patterns.

We use Alchemy Interactive Ltd to support some parts of our website and to help us maintain it.

Our website platform is hosted by Catalyst2 Services Ltd.

We use the RELX Group to provide us with due diligence data which helps with client on-boarding and some of the research that we do.

Cordery has a presence on social media including on Twitter and LinkedIn – the news section of our website has buttons which allow you to share our content on social media.

We sometimes shorten the internet urls we use using a url shortening service like Bitly – these services may give us access to information on people who click through the link including the data and time that they access the link and their location.

Our website also maintains a badge which is a mandatory requirement of our regulator the SRA, who you may contact for more information about the badge.

Telephones

We use VOIP technology when you call us or when we call you. Since your call will be relayed via the internet, we can't control where your data is processed. Our VOIP services are managed on our behalf by RELX Group at

two sites based in the US which are located in Miamisburg, OH and Springfield, OH. If you would prefer not to use VOIP you can call any of our team on their mobile phones.

We may also agree to hold calls with you by some other medium, including WhatsApp or Microsoft Teams or Zoom. We can't guarantee the security of these products.

How we protect your information

We have put in place security procedures and technical and organisational measures designed to help safeguard your personal information. We use what we consider to be reasonable efforts to safeguard your personal information.

Please note that use of the Internet (and VOIP) is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you. Further, despite the measures taken by us and any third parties we engage, because the internet is not secure others may nevertheless be able to intercept or access private transmissions or information.

How long we keep your information

We will retain your personal data only as long as is necessary for the purposes set out in this policy, or as is required by applicable law, and then we will delete it.

Your rights

To the extent permitted by law and subject to some conditions and exceptions you have the right to:

- access;
- update;
- correct;
- restrict;
- delete;
- be forgotten;
- or object to the processing of;
- or request the data portability of

the personal information collected about you.

If you wish to inquire about or exercise any of these rights then please send an email to mark.dyke@corderycompliance.com or send a letter to Mark Dyke at our address referred to above.

You also have the right to lodge a complaint with the ICO. You can contact the ICO at www.ico.org.uk.

Changes to this policy

We keep this policy under regular review. It was last updated on [*insert date here once the policy goes up*].

A more detailed version of this policy (in smaller type) can be found here <http://www.corderycompliance.com/privacy-policy/>, and an audio version of this policy can be found here [*insert link here once audio version has been completed*].