

# **Privacy Policy**

This is a big print abridged version of the “standard” privacy policy on the Cordery website to assist individuals who are partially-sighted. Access to an audio version of this policy can be found at the end of the “standard” policy. This big print policy was last updated on 31 July 2023.

## **Introduction**

Cordery Compliance Limited is a law firm based in London. We take 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 are also involved with other services and organizations whose privacy policies we encourage you to also check.

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.

Further, we may process other information about you including:

- location information;
- CCTV and visitor logging systems if you visit our premises;
- phone calls that we may choose to record, for example for quality assurance, training and compliance purposes; and,
- information sent to us by our clients or by third parties.

## **How will we use the information about you?**

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:

- To perform our contract with you in order to provide our services;
- To fulfil our legal obligations; or,
- For the purposes of legitimate interests.

A legitimate interest is when we have a business or commercial reason to use your information, as 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.

We may also:

- gather information from our website to answer any enquiries you raise with us;
- use aggregate information and statistics for the purposes of monitoring use of our website to help

us develop our website and our services – we may also provide this aggregate information to third parties;

- use statistics on the emails we have sent when we send emails to you, such as whether you had read them;
- share your information for legal or compliance purposes, including with the UK data protection regulator the ICO and our professional regulator the SRA; and,
- we may also process your information to protect our business or in the interests of law enforcement, or disclose it in connection with litigation, or for our protections or to enforce our legal rights and interests.

## **Marketing**

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

- email
- mail;
- phone;
- SMS;
- text/picture/video message; or,

- social media

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 don't want to receive this information, please simply email [nosheen.hussain@corderycompliance.com](mailto:nosheen.hussain@corderycompliance.com).

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

### **Cookies and other information-gathering technologies**

As regards cookies and other information-gathering technologies which may process your personal information:

- our website uses cookies – for more about this see our Cookies Policy on our website;
- 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;
- we have a presence on social media including Twitter and LinkedIn;
- we sometimes shorten the internet urls we use using a 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 displays a badge in connection with membership of the Chartered Institute of Marketing, who you can contact about the badge; and,
- 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.

## **Phone calls**

We use VOIP technology when you call us or when we call you. Because 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.

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

## **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.

## **How long we keep your information**

We will retain your personal information 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 various rights including the right to access your personal information or have it corrected or deleted.

If you wish to inquire about or exercise any of your rights then please send an email to [nosheen.hussain@corderycompliance.com](mailto:nosheen.hussain@corderycompliance.com)

You also have the right to lodge a complaint with the ICO.

Thank you for taking the time to read this policy!