

Terms of business

The purpose of this document is to confirm the arrangements between us. Although your continuing instructions in this matter will amount to your acceptance of these Terms of Business, we ask that you sign and date where indicated on our “Confirmation of Instructions” form.

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Business hours

We are normally open between 9.00 am and 5.00 pm from Monday to Friday. We may be able to arrange appointments outside of these hours for your convenience. We are closed on all bank holidays.

Our responsibilities

We will:

- treat you fairly and with respect
- communicate with you in plain language
- review your matter regularly
- advise you of any changes in the law that affect your matter
- advise you of any reasonably foreseeable circumstances and risks that could affect the outcome of your matter

Your responsibilities

You will:

- provide us with clear, timely and accurate instructions
- provide all documentation and information that we reasonably request in a timely manner
- safeguard any documents that may be required for your matter, including documents that you may have to disclose to another party

Service levels and frequency of communication

We will update you by telephone or in writing with progress on your matter regularly

We will explain to you by telephone or in writing the legal work required as your matter progresses.

We will update you on the likely timescales for each stage of this matter and any important changes in those estimates. Whenever there is a material change in circumstances associated with your matter, we will update you on whether the likely outcomes still justify the likely costs and risks.

Limit of liability

We have professional indemnity insurance giving cover for claims against the firm. Details of this insurance, including contact details of our insurer and the territorial coverage of the policy, can be inspected at our office or made available on request.

Our maximum aggregate liability to you in this matter will be £3,000,000.00 including interest and costs unless we expressly state a different figure in our letter confirming your instructions. If you wish to discuss a variation of this limit, please contact the person dealing with your matter. Agreeing a higher limit on our liability may result in us seeking an increase in our charges for handling your matter.

We will not be liable for any consequential, special, indirect or exemplary damages, costs or losses, or any damages, costs or losses attributable to lost profit or opportunity.

Savilles (Cheadle) Limited trading as Savilles Solicitors is a limited company. This means that the firm's members and directors are not personally liable for any acts or omissions by the firm, unless the law requires otherwise. This does not limit or exclude liability of the firm for the acts or omissions of its members and directors.

We can only limit our liability to the extent the law allows. In particular, we cannot limit liability for death or personal injury caused by negligence.

Please ask if you would like us to explain any of the terms above.

Scope of our advice

As a general rule the advice that we are able to offer is limited to matters of a purely legal nature for example concerning the interpretation of contracts deeds and the usual conveyancing searches. For example and for the avoidance of doubt we are not able to provide advice in the following areas:

- A. The tax consequences of a particular transaction.
- B. Financial advice (for example comparing the relative merits of particular mortgage or savings products).
- C. Valuation or state and condition of a property including Structural surveys. Whilst we will follow up (so far as is practicable or necessary) any specific recommendations relating to Legal/title issues made by a surveyor we do not have any specialist knowledge concerning structural matters and you should rely entirely on the surveyor's advice in this regard. If there are any specific issues arising from your survey report that you wish us to pursue you should write to us with your instructions enclosing extract(s) from the survey report. Please note that any issues arising from the survey must be dealt with prior to exchange of contracts.
- D. Environmental issues including land contamination. We are able to procure environmental searches from specialist agencies who will certify whether or not the land is likely to fall within the statutory definition of "contaminated land". We are unable to advise as to any issues arising in the detail of any environmental search particularly with reference to impact on marketability or value and you should refer to your surveyor for advice in connection with any such issues.

Regulated services

Savilles (Cheadle) Limited is authorised and regulated by the Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN (the SRA).

This means that we are governed by a Code of Conduct and other professional rules, which you can access on the SRA's website www.sra.org.uk or by calling **0370 606 2555**

Data protection

We use your personal data primarily to provide legal services to you, but also for related purposes as described in the attached Privacy Notice

Our use of your personal data is subject to your instructions, the EU General Data Protection Regulation (GDPR), other relevant UK and EU legislation and our professional duty of confidentiality.

Savilles (Cheadle) Limited is a data controller for the purpose of the GDPR and other relevant data protection legislation

We take your privacy very seriously. Please read the attached Privacy policy carefully as it contains important information on:

- what personal data we collect about you and how that data is collected
- how, why and on what grounds we use your personal data
- who we share your personal data with
- where your personal data is held and how long it will be kept
- whether your personal data may be transferred out of the European Economic area and, if so, the measures taken to protect that data
- your rights in relation to the personal data we hold or use
- the steps we take to secure your personal data
- how to make a complaint in relation to our use of your personal data
- how to contact us with any queries or concerns in relation to your personal data

Storage and retrieval of files

After completing the work, we will be entitled to keep all your papers and documents while there is still money owed to us for fees and expenses.

We will keep our file of your papers for up to 12 years, except those papers that you ask to be returned to you. We keep files on the understanding that we can destroy them 12 years after the date of the final bill. We will not destroy documents you ask us to deposit in safe custody.

If we take papers or documents out of storage in relation to continuing or new instructions to act for you, we will not normally charge for the retrieval. However we may charge you for:

- time spent producing stored papers that are requested
- reading, correspondence or other work necessary to comply with your instructions in relation to the retrieved papers

Outsourcing

Sometimes we may ask other companies or people to do work such as typing, photocopying, call handling or other work on our files. For example, any complaints received by us may be referred to an independent complaints handler with the purpose of obtaining an objective view, and to ensure that work is done promptly. We will always seek a confidentiality agreement with these outsourced providers. If you do not want your file to be outsourced, please tell us as soon as possible

External auditing

External firms or organisations may conduct audit or quality checks on our practice eg our regulator, the SRA. These external firms or organisations are required to maintain confidentiality in relation to your files.

Terminating your instructions

You may end your instructions at any time, by giving us notice in writing. We can keep all your papers and documents while our charges or disbursements are outstanding.

We can only decide to stop acting for you with good reason and we must give you reasonable notice.

If you or we decide that we should stop acting for you, you are liable to pay our charges up until that point. These are calculated on the basis set out in our letter confirming your instructions.

Prevention of money laundering and terrorist financing

We are required by law to get satisfactory evidence of the identity of our clients and sometimes people related to them. This is because solicitors who deal with money and property on behalf of their clients can be used by criminals wanting to launder money.

To comply with the law, we need to get evidence of your identity as soon as possible. This is explained in our letter confirming your instructions.

We are professionally and legally obliged to keep your affairs confidential. However, solicitors may be required by statute to make a disclosure to the National Crime Agency where they know or suspect that a transaction may involve money laundering or terrorist financing. If we make a disclosure in relation to your matter, we may not be able to tell you that a disclosure has been made. We may have to stop working on your matter for a period of time and may not be able to tell you why.

Confidentiality

The information and documentation you provide us is confidential and subject to legal professional privilege unless:

- stated otherwise in this document or our letter confirming your instructions, eg in relation to prevention of money laundering and terrorist financing
- we advise you otherwise during the course of your matter

We cannot absolutely guarantee the security of information communicated by email or mobile phone. Unless we hear from you to the contrary, we will assume that you consent for us to use these methods of communication.

Banking

We hold all client money in the Royal Bank of Scotland which is regulated by the Financial Conduct Authority (FCA). We are not liable for any losses you suffer as a result of any such banking institution being unable to repay depositors in full. You may, however, be protected by the Financial Services Compensation Scheme (FSCS).

The FSCS is the UK's statutory fund of last resort for customers of banking institutions. The FSCS can pay compensation up to £85,000 if a banking institution is unable, or likely to be unable, to pay claims against it.

The limit is £85,000 per banking institution. If you hold other personal money in the same banking institution as our client account the limit remains £85,000 in total.

Some banking institutions have several brands. The compensation limit is £85,000 per institution, not per brand. You should check with your banking institution, the FCA or a financial advisor for more information.

The FSCS also provides up to £1m of short-term protection for certain high balances, eg relating to property transactions, inheritance, divorce or dissolution of a civil partnership, unfair dismissal,

redundancy, and personal injury compensation (there is no financial limit on protection for personal injury compensation). This is called the temporary high balance scheme and, if it applies, protection lasts for a maximum of six months.

The FSCS (including the temporary high balance scheme) will apply to qualifying balances held in our client account. In the unlikely event of a deposit-taking institution failure, we will presume (unless we hear from you in writing to the contrary) we have your consent to disclose necessary client details to the FSCS.]

Receiving and paying funds

Our policy is to only accept cash up to £250.00. If you try to avoid this policy by depositing cash directly with our bank, we may decide to charge you for any additional checks we decide are necessary to prove the source of the funds. Where we have to pay money to you, it will be paid by cheque or bank transfer. It will not be paid in cash or to a third party.

Complaints

We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, please contact Brian Saville on 0161 491 8540 brian@savilles-solicitors.co.uk or by post 25c Gatley Road Cheadle Cheshire SK8 1LY.

We have a written procedure that sets out how we handle complaints. It is available at 25c Gatley Road Cheadle Cheshire SK8 1LY.

We have eight weeks to consider your complaint. We will fully investigate your complaint and endeavour to resolve it internally or by referring it to an independent complaints handler. If for any reason, we or the independent complaints handler are unable to resolve any problem, you have the right to complain to the Legal Ombudsman at the conclusion of our complaints process

The Legal Ombudsman's contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ

0300 555 0333—from 8.30am to 5.30pm

enquiries@legalombudsman.org.uk

www.legalombudsman.org.uk

You must usually refer your complaint within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Generally, the Legal Ombudsman deals with complaints relating to acts or omissions that happened after 5 October 2010.

Further details are available on the website: www.legalombudsman.org.uk.

The Legal Ombudsman deals with complaints by consumers and very small businesses. This means that some clients may not have the right to complain to the Legal Ombudsman, eg charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.

Our bill

You are liable to pay legal costs as set out in our letter confirming your instructions. We will also usually discuss this at our initial meeting with you.

Bills should be paid within 30 days. We may charge interest on overdue bills at 4.5% per annum

We may cease acting for you if an interim bill remains unpaid after 90 days or if our reasonable request of a payment on account of costs is not met.

You have the right to challenge or complain about our bill. Please see the Complaints section above for details of how to complain about our bill. The procedure for challenging a bill varies depending on whether it relates to a matter involving court proceedings. When we send you a bill, we will explain the relevant procedure for challenging it.

We can keep all your papers and documents while there is still money owed to us for fees and expenses.

We are usually able to provide a fixed fee quotation in residential conveyancing transactions (sale purchase or remortgage) for private individuals. However we reserve the right in certain circumstances to charge additional fees where we are engaged in extra work on a particular matter over and above the work involved in a standard transaction. In matters where we have agreed to provide our services for a fixed fee we will not be required to account to you for any Interest that accrues, or ought to accrue, on money received for you or on your behalf.

For other matters (for example, commercial transactions or probate) and residential conveyancing transactions which do not proceed to completion our fees will be calculated at £150 per hour or in accordance with the method specified in our Engagement Letter attached (if different). We will charge for all work undertaken, including meetings, writing letters and documents, making and taking telephone calls and considering letters and documents received, in units of 1/10th of an hour. We also charge you for photocopying and disbursements (e.g. Land Registry or search fees) incurred on your behalf.

In matters where we have not given a fixed fee quotation we are happy to give you our estimate of the fees incurred and to be incurred in respect of work we do for you at any time upon request. Unless otherwise stated that estimate will only be intended to give an indication of costs and not a fixed quotation. You may set a limit on the fees which may be incurred without further reference to you, in which case we would ask for written confirmation. That limit will not be exceeded without your agreement.

A fee of approximately £10.00 is charged to us by our bank for every telegraphic transfer sent by us (for example to complete a purchase transaction or redeem a mortgage). Our quoted Telegraphic Transfer Admin Fee is in respect of our profit costs for the time involved by our staff in setting up and making payments by Telegraphic Transfer

We shall be entitled to render interim accounts and to refuse to carry out further work on your matters if payment is not received when due.

Where we have quoted a fixed price this will not be varied without your agreement. Where an hourly rate has been quoted this rate will be capable of variation on 1 July in each year by written notification from us to you.

All prices quoted are exclusive of VAT which shall be payable in addition in respect of our fees and certain disbursements.

If instructions are withdrawn from the firm or a matter fails to proceed the firm will be entitled to charge such sum as is reasonable for work done plus any disbursements incurred.

The firm will not be liable to you for any penalties or other loss caused by the non payment of a disbursement by the firm which you have not put the firm in funds to pay or where a penalty arises as a consequence of your failure to deal promptly with the return of any documentation to us (for example Stamp Duty Land Tax Returns).

If the firm gives credit to any Client in respect of disbursements it will be entitled to raise a “disbursement only” bill at any time to recover these disbursements. The firm may also require you to provide adequate funds to enable it to make payment of any disbursement at any time.

The firm reserves the right at any time to ask you to pay a reasonable amount on account of costs fees and disbursements to be incurred in the future on your behalf.

In the event of non-payment of a bill or sum on account the firm reserves the right to cease to act for you in respect of any work we are currently undertaking on your behalf.

Payment of interest

Our Interest policy explains our approach to paying interest where we hold money in client account for a:

- client
- person to whom a stake is to be paid (when we hold money as stakeholder)

These are collectively called ‘the recipient(s)’.

This is a summary of the relevant part of our Interest policy.

We will:

- pay interest when it is fair and reasonable to do so in all the circumstances
- pay a fair and reasonable sum calculated over the whole period for which any money is held

When will we pay interest?

We will not pay interest:

- on money held to pay a professional disbursement
- if we have agreed with the recipient to contract out of our obligation to pay interest
- where the amount of interest, calculated in accordance with this policy, is less than £20.00

We will pay interest on all other monies held on client account, including any monies we should have held on client account but failed to do so.

Interest will be calculated and paid in accordance with this policy. The amount of interest paid to each recipient will take into account various factors that are explained in our Interest policy.

Types of client account

Client account monies can be held in two different ways:

- in a separate designated client account (SDCA)
- in our general client account

Interest on monies held in separate designated client account

As a general rule, where we reasonably expect to hold monies behalf of a recipient for at least the period stated below, we will pay it into a separate designated client account with The Royal Bank of Scotland Plc.

Amount of money held for client/third party	Period money expected to be held
£50,000	16 weeks
£100,000	8 weeks
£300,000	4 weeks
£600,000	2 weeks
£1,000,000	1 week

This is not a rigid rule and you should contact us if you would prefer us to take a different approach.

Unless we are instructed to the contrary, we will pay 100% of the interest received on monies deposited in an SDCA to the recipient to whom we ultimately pay the monies on deposit. Where the monies on deposit are divided between more than one recipient, we will divide the interest in the same proportions.

Interest will be paid net of tax unless the recipient has signed a declaration that they are entitled to receive gross interest.

Interest on monies held in our general client account

Any money not held in a SDCA will be held in our general client account. The interest rate will be the rate available from The Royal Bank of Scotland on an instant access savings account for the average balance that was held for you/the rate available from The Royal Bank of Scotland on an instant access savings account calculated on a daily basis.

The interest rate is likely to change from time to time.

Interest will be paid before deduction of tax. It will be the recipient's responsibility to declare interest received to HMRC.

Interest on more than one matter

Where we hold monies on more than one matter for a recipient, interest will be calculated separately for each individual instruction—unless it is fair and reasonable to aggregate the interest.

Best available interest rate

We are required by the Solicitors Regulation Authority (SRA) to deposit monies in instant access accounts only. This means that the interest rate paid on monies in an SDCA or in our general client account may not be as high as the recipient can achieve by placing the money on deposit themselves. Please contact us if you wish to discuss making alternative arrangements.

Interest payment dates

Interest will be paid at the conclusion of the matter or on an annual basis if monies are held for longer than 12 months. Interest will be calculated over the whole period that we hold the monies, starting from the date the monies are treated by us as cleared funds; this is explained in our Interest policy.

Special cases

If we hold money jointly with a client, the interest earned will belong to the client, unless we agree otherwise.

If we hold money jointly with another firm, we will agree with the other firm how interest will be allocated.

Unpresented cheques

Where we pay money by cheque to a recipient who delays in paying the cheque into their bank, we will pay additional interest only where it is reasonable in all the circumstances to do so. We reserve the right to charge for the additional work involved.

Contracting out

We may, by written agreement with you and/or the recipient, contract out of the terms of this interest policy.

We will contract out only where doing so provides a fair outcome. This will depend on all the circumstances.

When agreeing to contract out, we will:

- act fairly towards you
- provide sufficient information to enable you to give informed consent

Investment advice services

We are not authorised by the Financial Conduct Authority. If, while we are acting for you, you need advice on investments, we may refer you to someone who is authorised to provide the necessary advice.

However, we may provide certain limited investment advice services where these are closely linked to the legal work we are doing for you. This is because we are members of the Law Society of England and Wales, which is a designated professional body for the purposes of the Financial Services and Markets Act 2000. The Solicitors Regulation Authority is the independent regulatory arm of the Law Society. The Legal Ombudsman deals with complaints against lawyers. If you are unhappy with any investment advice you receive from us, you should raise your concerns with either of those bodies.

Insurance mediation activity

We are not authorised by the Financial Conduct Authority. However, we are included on the register maintained by the Financial Conduct Authority so that we may carry on insurance mediation activity, which 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 authorised and regulated by the Solicitors Regulation Authority. The register can be accessed via the Financial Conduct Authority website at www.fsa.gov.uk/register.

The Law Society of England and Wales is a designated professional body for the purposes of the Financial Services and Markets Act 2000. The Solicitors Regulation Authority is the independent regulatory arm of the Law Society. The Legal Ombudsman deals with complaints against lawyers. If you are unhappy with any insurance advice you receive from us, you should raise your concerns with either of those bodies.

Equality and diversity

We are committed to promoting equality and diversity in all our dealings with clients, third parties and employees. Please contact us if you would like a copy of our equality and diversity policy.

Applicable law

Any dispute or legal issue arising from our Terms of Business will be determined by the law of England and Wales, and considered exclusively by the English and Welsh courts.

Future instructions

Unless otherwise agreed, these Terms of Business will apply to all future instructions you give us on this or any other matter.

Savilles (Cheadle) Limited trading as Savilles Solicitor is a limited company registered in England and Wales (number 5626704)

Registered office 25c Gatley Road Cheadle Cheshire SK8 1LY.

Authorised and regulated by the Solicitors Regulation Authority 426947.

A list of members and directors may be inspected at our registered office.

VAT number 842 0213 73

PRIVACY NOTICE

This privacy policy relates to Savilles (Cheadle) Limited (company number 5626704).

We collect, use and are responsible for certain categories of your personal information. When we do this we are the 'controller' of this information for the purposes of the General Data Protection Regulation (GDPR) and other applicable data protection laws, including the Data Protection Act 2018.

We also will process data given to us by our clients under their instruction in the course of providing services to them. When we do this, we are a data processor, which accounts for most of our processing activity.

Information collected by us

We may collect personal data about you as follows:

- Your name and contact details (including your address, email and phone numbers);;
- Personal information that may be included in communications with us;
- Information you provide to us under your instruction in the course of providing services to you;
- Details of services that we provide to or receive from you, or that we are arranging to provide or receive from you;
- Payment information and financial information that relates to our relationship including bank details, bank account
- Personal information given to us in relation to working at Savilles (Cheadle) Limited such as your CV, education, training, employment history and information given in interview and meetings we may have with you.

You may also give us information that is classified as 'special categories' under GDPR however we do not routinely do this. We will explain this to you if we need to start processing this type of data, or if we are acting as a Data Processor then the Data Controller will explain this to you.

Information Collected From Other Sources

We may also collect the same categories of information from third parties such as:

- Your employer or authorised individuals in a business you work for or own;
- Public bodies such as the SRA, Companies House and the Law Society;
- Recruitment companies and public CV publishing companies and websites;
- Information on public record, including professional networking sites;
- Suppliers of goods or services;
- Accountants and other professional advisers;
- Our clients.

Even if we have not had direct contact with you and are processing data given to us by a third party for a purpose and with a legal basis outlined below, the contents of this privacy notice will still be in effect. We look after all personal data in the same way, regardless of where it has come from and whether we are acting as a data controller or a data processor.

How We Use Your Personal Information

We use your personal information for the following purposes:

- To arrange the provision of legal services;
- To comply with our legal responsibilities to regulatory bodies;
- To promote and market the services of Savilles (Cheadle) Limited;
- To manage matters relating to our payroll and employment, including our legal responsibilities as an employer and our obligations to HMRC;
- To engage with individuals who want to work at Savilles (Cheadle) Limited;
- To engage with partners that supply us with good and services;
- To manage any queries or complaints you have about the services you receive;
- To train and develop our staff at Savilles (Cheadle) Limited;
- To monitor the quality of service we deliver to you, and ensure it meets your expectations;
- To comply with legal obligations to act in the public interest and uphold the rule of law.

Legal Reasons We Collect And Use Your Personal Information

We have a legal basis for all the data we process. We rely on a different legal basis depending on the data we are processing and the reason we are processing it. We rely on the following legal basis in these circumstances:

CONSENT

In some cases you will give us consent to use your information in a certain way. If you have given us consent to use your data in a certain way, and we have no other legal basis for doing so, we will rely on your consent. The activities where we rely on your consent are:

Sending you marketing information including offers and information about our services.

Processing job applications. You can withdraw consent at any time however please be aware we will be unable to process your application if you do so.

You always have the right to withdraw your consent at any time. If you wish to withdraw your consent then please contact us using any of the details below ('Get in touch').

LEGAL OBLIGATIONS

We will rely on our legal obligations to process information for the following purposes:

Complying with our responsibilities to regulators and under applicable legislation. Complying with our legal obligations as an employer.

Complying with obligations to HMRC regarding records keeping of our financial activity, including information relating to transactions, billing and payments.

Defending a legal claim or upholding the rule of law.

PERFORMANCE OF A LEGAL CONTRACT

We will process information that relates to the services we are providing you with, or receiving from you, that are bound by our engagement with you (legal contract). The areas where we are processing data to enter into, or fulfil a legal contract are:

Delivering services to you under contract and keeping you updated with changes or information relating to those services.

When we are processing information from you to arrange a contract between us, such as when you give us your details to enter into an agreement for services with us.

Performance of any legal contract as a supplier or customer.

LEGITIMATE INTEREST

We may rely on a legitimate interest to process information. When we do this we will have assessed our legitimate interest to consider the rights and freedoms of the data subject.

We rely on legitimate interest to train our staff so that they can provide an exceptional service to all of our clients. There may be scenarios relating to their engagement with you which we review with them as part of training and development.

We rely on legitimate interests in some cases to invite you to certain events such as webinars and seminars. Our legitimate interest is to provide information to our clients and contacts that will support their use of our services and that could be of benefit to them.

WHO WILL WE SHARE YOUR PERSONAL INFORMATION WITH?

We take client confidentiality very serious and will not share any information entered into any of our software or platforms unless required to do so by law. Other information we process we may share with:

- Professional advisers, advisers and consultants that help us to manage Savilles (Cheadle) Limited and achieve our objectives as a business;
- 3rd parties we are working on your matter in conjunction with including experts, barristers, banks, building societies, mortgage lenders, estate agents etc.,
- Training agencies that help us to develop our staff and services;
- Our accountants and solicitors that are engaged by us to provide services required by law, such as filing financial information with HMRC;
- We may use data processors, such as software providers, in the course of running the business including CRM providers, email communication platforms, social media platforms and help desk management systems;
- We will use 3rd party hosting providers to provision and host our software and platforms;
- Storage and archiving providers to ensure your information is protected securely and backed up.

Any partners, suppliers or third parties we share data with will be bound by strict agreements that meet the requirements of GDPR, and will be monitored for performance with those agreements.

We will share personal information with official bodies if required by law including the SRA, ICO, the police, law enforcement and intelligence agencies.

HOW LONG WILL WE STORE YOUR PERSONAL DATA?

We will only keep your information for as long as necessary to complete the purposes we have described above. We use the following retention periods and review these periodically to make sure we are only keeping what we need (If information can be kept for two different periods, we will keep it for the longer of those two periods):

- Client information – We will keep information about you as our client for a period of 6 years after our contract with you ends unless we have another legal basis to process that information;
- Advice – We will keep any information relating to client advice we have given for a period of 6 years after the date of the advice, or for any limitation period plus 1 year, whichever is longer;
- Financial Transactions – Information about you and any financial transactions, including fees paid and payments for services, we will keep for a period of 7 years to comply with HMRC requirements to keep accurate records that can be audited;
- Contact information - Information used in marketing with your consent or to pursue a legitimate interest will be kept for 30 days once you have withdrawn your consent.

YOUR RIGHTS

Under the GDPR, you have a number of important rights that you can exercise free of charge. In summary, these rights are:

- Transparency over how we use your personal data and fair processing of your information (which includes the right to be given the information in this notice)
- Access to your personal information and other supplementary information;
- Require us to correct any mistakes or complete missing information we hold on you;
- Require us to erase your personal information in certain circumstances;
- Receive a copy of the personal information you have provided to us or have this information be sent to a third party, this will be provided to you or the third party in a structured, commonly used and machine readable format;
- Object at any time to processing of your personal information for direct marketing;
- Object in certain other situations to the continued processing of your personal information;
- Restrict our processing of your personal information in certain circumstances;
- Request not to be subject to automated decision making which produce legal effects that concern you or affect you in a significantly similar way;

If you want more information about your rights under the GDPR please see the Guidance from the Information Commissioners Office on Individual's rights under the GDPR.

If you want to exercise any of these rights, please contact us (see 'get in touch' for contact details) and let us know who you are and what right you want to exercise. We may need to ask for additional information regarding your identity, and we may also need some information from you on specific categories of data, types of processing activities or periods of processing activities that you wish to focus your request around.

We will respond to you no later than one month from when we receive your request.

HOW TO MAKE A COMPLAINT

If something does go wrong or you are in anyway unhappy with how we have treated your data then please do not hesitate to contact us

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority. The UK supervisory authority is the Information Commissioner's Office who can be contacted at

CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published in September 2018. It is due for review no later than September 2019. We regularly review our internal privacy practices and may change this policy from time to time. When we do we will inform you by updating our website and telling you in any documentation or messages we send you.

GET IN TOUCH

If you have any questions about this privacy notice or the information we hold about you, please contact us and let us know it is in relation to your data. We will make sure you speak to the right person:

By post: Savilles (Cheadle) Limited, 25c Gatley Road, Cheadle, Cheshire SK8 1LY

By email: info@savilles-solicitors.co.uk

By phone 0161 491 8540