

DATA PROTECTION POLICY FOR PANTILES CHAMBERS LTD

In line with GDPR May 2018

Pantiles Chambers Ltd has adopted the following principles to govern its collection, use, retention, transfer, disclosure and destruction of Personal Data.

DATA PROTECTION PRINCIPLES

Principle 1: Lawfulness, Fairness and Transparency

Personal Data shall be processed lawfully, fairly and in a transparent manner in relation to their clients ("Data Subject").

This means, Pantiles Chambers Ltd must tell the Data Subject what Processing will occur (transparency), the Processing must match the description given to the Data Subject (fairness), and it must be for one of the purposes specified in the applicable Data Protection regulation (lawfulness).

Following your enquiry, we store your personal details in order to provide you with information about our services. Whilst we keep marketing communications to a minimum we may contact you from time to time to inform you about upcoming events and promotions. Your personal data is not passed on to any third parties. Please refer to our privacy policy in line with GDPR requirements on our website. If you wish to be removed from our database please email: sales@pantileschambers.com

Principle 2: Purpose Limitation

Personal Data shall be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes. This means Pantiles Chambers Ltd must specify exactly what the Personal Data collected will be used for and limit the Processing of that Personal Data to only what is necessary to meet the specified purpose.

What is the personal data used for at Pantiles Chambers Ltd?

- Enquiries: responding to enquiries to give them details of our services. If a data subject has shown an interest in our services we may follow them up.
- Our clients: our clients must be asked to consent to share their data. We use the data in order to communicate with our clients to discuss their business requirements and inform them of events that are specifically of interest to them.
We also give their data to TWBC in relation to business rates for the office space.

Principle 3: Data Minimisation

Personal Data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are Processed. This means Pantiles Chambers Ltd must not store any Personal Data beyond what is strictly required.

Data minimization at Pantiles Chambers Ltd:

- Enquiries: We only collect data that is required to process an enquiry, namely contact email address, telephone number and basic information on the individual or business.
- Clients: we only collect the necessary data to ensure that we can provide the office space or virtual services as required

Principle 4: Accuracy

Personal Data shall be accurate and, kept up to date. This means Pantiles Chambers Ltd must have in place processes for identifying and addressing out-of-date, incorrect and redundant Personal Data.

Principle 5: Storage Limitation

Personal Data shall be kept in a form which permits identification of Data Subjects for no longer than is necessary for the purposes for which the Personal Data is Processed. This means Pantiles Chambers Ltd must, wherever possible, store Personal Data in a way that limits or prevents identification of the Data Subject.

Storage limitation at Pantiles Chambers Ltd:

- All leads must be removed after 6 months of the initial enquiry.
- All client files must be destroyed upon the contract between both parties ceasing.

Principle 6: Integrity & Confidentiality:

Personal Data shall be Processed in a manner that ensures appropriate security of the Personal Data, including protection against unauthorised or unlawful Processing, and against accidental loss, destruction or damage. Pantiles Chambers Ltd must use appropriate technical and organisational measures to ensure the integrity and confidentiality of Personal Data is maintained at all times.

Principle 7: Accountability

The Data Controller, HT, shall be responsible for, and be able to demonstrate compliance. This means Pantiles Chambers Ltd must demonstrate that the six Data Protection Principles (outlined above) are met for all Personal Data for which it is responsible.

The GDPR principles must be implemented continually and an annual formal review will be carried out by the data controller

DATA COLLECTION

Data Sources

Personal Data should be collected only from the Data Subject unless one of the following apply when the nature of the business purpose necessitates collection of the Personal Data from other persons or bodies. This may be the case when a lead is referred by a third party online directory platform such as Instant Office, Search Office Space etc...

If Personal Data is collected from someone other than the Data Subject, the Data Subject must be informed of the collection on the initial contact.

Data Subject Consent

Pantiles Chambers Ltd will obtain Personal Data only by lawful and fair means and, where appropriate with the knowledge and Consent of the individual concerned. Where a need exists to request and receive the consent of an individual prior to the collection, use or disclosure of their Personal Data, Pantiles Chambers Ltd is committed to seeking such Consent.

Data Subject Notification

Pantiles Chambers Ltd will, when required by applicable law, contract, or where it considers that it is reasonably appropriate to do so, provide Data Subjects with information as to the purpose of the Processing of their Personal Data.

When the Data Subject is asked to give Consent to the Processing of Personal Data and when any Personal Data is collected from the Data Subject, all appropriate disclosures will be made, in a manner that draws attention to them, unless one of the following apply:

- The Data Subject already has the information
- A legal exemption applies to the requirements for disclosure and/or Consent.

The disclosures may be given orally, electronically or in writing. If given orally, the person making the disclosures should use a suitable script or form approved in advance by the Office of Data Protection. The associated receipt or form should be retained, along with a record of the facts, date, content, and method of disclosure.

External Privacy Notice

The Pantiles Chambers Ltd website includes an online Privacy Notice fulfilling the requirements of applicable law.

Data Use

Data Processing

Pantiles Chambers Ltd: uses the Personal Data of its Contacts for the following broad purposes:

- The general running and business administration of Pantiles Chambers Ltd.
- To provide services to its customers.
- The ongoing administration and management of customer services.

The use of a Contact's information should always be considered from their perspective and whether the use will be within their expectations or if they are likely to object. For example, it would clearly be within a Contact's expectations that their details will be used by Pantiles Chambers Ltd to respond to a Contact request for information about the products and services on offer. However, it will not be within their reasonable expectations that Pantiles Chambers Ltd would then provide their details to Third Parties for marketing purposes.

Pantiles Chambers Ltd will Process Personal Data in accordance with all applicable laws and applicable contractual obligations. More specifically, Pantiles Chambers Ltd will not Process Personal Data unless at least one of the following requirements are met:

- The Data Subject has given Consent to the Processing of their Personal Data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which the Data Subject is party or in order to take steps at the request of the Data Subject prior to entering into a contract.
- Processing is necessary for compliance with a legal obligation to which the Data Controller is subject.
- Processing is necessary in order to protect the vital interests of the Data Subject or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller.
- Processing is necessary for the purposes of the legitimate interests pursued by the Data Controller or by a Third Party (except where such interests are overridden by the interests or fundamental rights and freedoms of the Data Subject, in particular where the Data Subject is a child).

There are some circumstances in which Personal Data may be further processed for purposes that go beyond the original purpose for which the Personal Data was collected. When making a determination as to the compatibility of the new reason for Processing, guidance and approval must be obtained from the Data Protection officer before any such Processing may commence.

In any circumstance where Consent has not been gained for the specific Processing in question, Pantiles Chambers Ltd will address the following additional conditions to determine

the fairness and transparency of any Processing beyond the original purpose for which the Personal Data was collected:

- Any link between the purpose for which the Personal Data was collected and the reasons for intended further Processing.
- The context in which the Personal Data has been collected, in particular regarding the relationship between Data Subject and the Data Controller.
- The nature of the Personal Data, in particular whether Special Categories of Data are being processed, or whether Personal Data related to criminal convictions and offences are being processed.
- The possible consequences of the intended further Processing for the Data Subject.
- The existence of appropriate safeguards pertaining to further Processing, which may include encryption, Anonymisation or Pseudonymisation.

Digital Marketing

As a general rule Pantiles Chambers Ltd will not send promotional or direct marketing material to a Pantiles Chambers Ltd contact through digital channels such as mobile phones, email and the Internet, without first obtaining their Consent. Where Personal Data Processing is approved for digital marketing purposes, the Data Subject must be informed at the point of first contact that they have the right to object, at any stage, to having their data Processed for such purposes. If the Data Subject puts forward an objection, digital marketing related Processing of their Personal Data must cease immediately and their details should be kept on a suppression list with a record of their opt-out decision, rather than being completely deleted. It should be noted that where digital marketing is carried out in a business context, there is no legal requirement to obtain an indication of Consent to carry out digital marketing to individuals provided that they are given the opportunity to opt-out.

Data Protection

Pantiles Chambers Ltd will adopt physical, technical, and organisational measures to ensure the security of Personal Data. This includes the prevention of loss or damage, unauthorised alteration, access or Processing, and other risks to which it may be exposed by virtue of human action or the physical or natural environment.

Data Subject Requests:

Pantiles Chambers Ltd will establish a system to enable and facilitate the exercise of Data Subject rights related to:

- Information access.
- Objection to Processing.
- Objection to automated decision-making and profiling.
- Restriction of Processing.

- Data portability.
- Data rectification.
- Data erasure.

If an individual makes a request relating to any of the rights listed above, Pantiles Chambers Ltd will consider each such request in accordance with all applicable Data Protection laws and regulations.

No administration fee will be charged for considering and/or complying with such a request unless the request is deemed to be unnecessary or excessive in nature.

Data Subjects are entitled to obtain the following information about their own Personal Data:

- The purposes of the collection, Processing, use and storage of their Personal Data.
- The source(s) of the Personal Data, if it was not obtained from the Data Subject;
- The categories of Personal Data stored for the Data Subject.
- The recipients or categories of recipients to whom the Personal Data has been or may be transmitted, along with the location of those recipients.
- The envisaged period of storage for the Personal Data or the rationale for determining the storage period.
- The use of any automated decision-making, including Profiling
- The right of the Data subject to:
 - o object to Processing of their Personal Data.
 - o lodge a complaint with the Data Protection Authority.
 - o request rectification or erasure of their Personal Data.
 - o request restriction of Processing of their Personal Data.

A response to each request will be provided within 30 days of the receipt of the written request from the Data Subject. Appropriate verification must confirm that the requestor is the Data Subject or their authorised legal representative. Data Subjects shall have the right to require Pantiles Chambers Ltd to correct or supplement erroneous, misleading, outdated, or incomplete Personal Data.

If Pantiles Chambers Ltd cannot respond fully to the request within 30 days, the following information will be

provided to the Data Subject within the specified time:

- An acknowledgement of receipt of the request.
- Any information located to date.
- Details of any requested information or modifications which will not be provided to the Data Subject, the reason(s) for the refusal, and any procedures available for appealing the decision.
- An estimated date by which any remaining responses will be provided.
- An estimate of any costs to be paid by the Data Subject (e.g. where the request is excessive in nature).
- The name and contact information of the Pantiles Chambers Ltd individual who the Data Subject should contact for follow up.

It should be noted that situations may arise where providing the information requested by a Data Subject would disclose Personal Data about another individual. In such cases,

information must be redacted or withheld as may be necessary or appropriate to protect that persons rights.

Law Enforcement requests & Disclosures:

In certain circumstances, it is permitted that Personal Data be shared without the knowledge or Consent of a Data Subject. This is the case where the disclosure of the Personal Data is necessary for any of the following purposes:

- The prevention or detection of crime.
- The apprehension or prosecution of offenders.
- The assessment or collection of a tax or duty.
- By the order of a court or by any rule of law.

If Pantiles Chambers Ltd processes Personal Data for one of these purposes, then it may apply an exception to the processing rules outlined in this policy but only to the extent that not doing so would be likely to prejudice the case in question. If Pantiles Chambers Ltd receives a request from a court or any regulatory or law enforcement authority for information relating to a Pantiles Chambers Ltd contact, you must immediately notify the Office of Data Protection who will provide comprehensive guidance and assistance.

Data Protection Training

All Pantiles Chambers Ltd employees that have access to Personal Data will have their responsibilities under this policy outlined to them as part of their staff induction training. In addition, Pantiles Chambers Ltd will provide regular Data Protection training and procedural guidance for their staff.

The training and procedural guidance set forth will consist of, at a minimum, the following elements:

- The Data Protection Principles set forth in this Policy.
- Each Employees duty to use and permit the use of Personal Data only by authorised persons and for authorised purposes.
- The need for, and proper use of, the forms and procedures adopted to implement this policy.

Data Transfer:

Pantiles Chambers Ltd may only transfer Personal Data where one of the transfer scenarios list below applies:

- The Data Subject has given Consent to the proposed transfer.
- The transfer is necessary for the performance of a contract with the Data Subject.
- The transfer is necessary for the implementation of pre-contractual measures taken in response to the Data Subjects request.

- The transfer is necessary for the conclusion or performance of a contract concluded with a Third Party in the interest of the Data Subject.
- The transfer is legally required on important public interest grounds.
- The transfer is necessary for the establishment, exercise or defence of legal claims.
- The transfer is necessary in order to protect the vital interests of the Data Subject.

Pantiles Chambers Ltd will only transfer Personal Data to, or allow access by, Third Parties when it is assured that the information will be processed legitimately and protected appropriately by the recipient.

Where Third Party Processing takes place, Pantiles Chambers Ltd will first identify if, under applicable law, the Third Party is considered a Data Controller or a Data Processor of the Personal Data being transferred.

Where the Third Party is deemed to be a Data Controller, Pantiles Chambers Ltd will enter into an appropriate agreement with the Controller to clarify each parties responsibilities in respect to the Personal Data transferred.

Where the Third Party is deemed to be a Data Processor, Pantiles Chambers Ltd will enter into an adequate processing agreement with the Data Processor. The agreement must require the Data Processor to protect the Personal Data from further disclosure and to only Process Personal Data in compliance with Pantiles Chambers Ltd instructions. In addition, the agreement will require the Data Processor to implement appropriate technical and organisational measures to protect the Personal Data as well as procedures for providing notification of Personal Data Breaches. When Pantiles Chambers Ltd is outsourcing services to a Third Party (including Cloud Computing services), they will identify whether the Third Party will Process Personal Data on its behalf and whether the outsourcing will entail any Third Country transfers of Personal Data. In either case, it will make sure to include adequate provisions in the outsourcing agreement for such Processing and Third Country transfers. Pantiles Chambers Ltd shall conduct regular audits of Processing of Personal Data performed by Third Parties, especially in respect of technical and organisational measures they have in place.

Policy Maintenance:

The Data Protection Officer HT is responsible for the maintenance and accuracy of this policy. Notice of significant revisions shall be provided to Pantiles Chambers Ltd Employees.