



Privacy Notices

Last updated: Oct 2024



MPL Legal Services ("**we**" or "**us**") respect your privacy and are committed to protecting your personal data. This privacy policy describes our policies and procedures on the collection, use and disclosure of your information when you use or are involved with our Services and tells you about your privacy rights and how the law protects you.

This privacy policy applies to the following individuals ("**you**") and scenarios:

- Individuals contacting us for legal services
- Administering legal services on behalf of our client
- Third parties relevant to our case work
- If you communicate with us via email, phone, or in-person meetings
- Submit enquiries or requests through our website
- Our employees

It is important that the Personal Data we hold about you is accurate and current. Please keep us informed if your Personal Data changes during your relationship with us.



INTERPRETATION AND DEFINITIONS

For the purposes of this privacy policy the following definitions shall apply:

Our product(s)	Any product provided by MPL which captures or stores personal and confidential information
Cookies	Small files that are placed on your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses
Device	Any device that can access the Services such as a computer, a mobile phone or a digital tablet
Personal Data	Any information that relates to an identified or identifiable living individual
Services	The services provided by MPL and/or our Website
Service Provider/Supplier	Any natural or legal person who processes the data on our behalf. It refers to third-party companies or individuals employed by us to facilitate the Services, to provide the Services on our behalf, to perform services related to the Services or to assist us in analysing how the Services are used
Clients/Client Users	A user of any product or service offered who has a business interest, provides/owns the data being processed, is legally allowed or has been given permission to access specified data
Usage Data	Refers to data collected automatically and generated by the use of the services
Website	Refers to MPL Legal Services website www.mpllegal.com



THE DATA WE COLLECT ABOUT YOU AND HOW IT IS COLLECTED Types of Data Collected

Personal Data means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). While using our Services, we may collect, or ask you to provide us with, certain personally identifiable information about you, which we summarise as follows:

Type of Individual	Type of Personal Data Collected	Examples
Client or third party or staff	Personal Data	first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, gender
Client or third party or staff	Special Category Data	personal injury information, race, political views, other health related information
Client or third party or staff	Contact Data	billing address, delivery address, email address and telephone numbers
Client or third party or staff	Financial Data	bank account details
Client or third party or staff	Transaction Data	details about payments to and from you and/or other details of products and services you have used
Client	Business Contact Details	Email address, name

Tracking Technologies and Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly. Please our separate Cookie Policy on our website for more information.

HOW WE USE YOUR PERSONAL DATA

We will only use your Personal Data when the law allows us to. We have set out in the table below a summary of all the ways we use your Personal Data, and which of the lawful bases under the UK GDPR we rely upon for each type of use.

Type of Individual	Type of Personal Data Collected	Purpose/Activity	Lawful basis for processing
Client or third party	Personal and Special Category Data	<p>Data processed by us, using our products or services for the purpose of processing a legal claim in such scenarios as;</p> <ul style="list-style-type: none"> • Providing legal services, administrative tasks and advice • Communicating with you and authorised parties about your case or legal matters • Processing payments for our services • Responding to enquiries and requests • Improving our services and website • Complying with legal and regulatory requirements 	<p>It is necessary for the purposes of a contract</p> <p>Is in the vital interest of the data subject or other natural person</p> <p>It is necessary to establish, exercise or defend a legal right</p> <p>The data subject has provided their consent</p>
Clients	Contact Data	<p>Notifying you of any changes to the service we provide, our status (e.g. business merger, restructure, transfer) and managing your requests and relationship to us.</p>	<p>It is necessary for the purposes of a contract.</p> <p>We have a legitimate business need</p> <p>It is necessary to establish, exercise or defend our legal right</p>
All Users	Usage Data	<p>To administer and protect our business, our products and Website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p>	<p>We have a legitimate business need</p>



DISCLOSURES OF YOUR PERSONAL DATA

We may share your Personal Data with the parties set out below (and in accordance with the below legitimate interests where relevant) for the purposes set out in the table in section 4 of this privacy policy:

- We may share your Personal Data with Service Providers to monitor and analyse the use of our Services.
- and suppliers to offer you certain products, services or promotions.
- We may disclose your Personal Data for a specific purpose with your consent.
- Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court, police, government agency, regulator).

We may disclose your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation;
- Protect and defend our rights or property;
- Prevent or investigate possible wrongdoing in connection with the service provided;
- Protect the personal safety of users of our services or the public; and/or
- Protect against legal liability

We require all third parties to respect the security of your Personal Data and to treat it in accordance with the law. We do not allow our third-party service providers to use your Personal Data for their own purposes and only permit them to process your Personal Data for specified purposes and in accordance with our instructions and under the terms of a contract, which includes detailed obligations on them to protect your data and only use it for the purposes of performing their services to us.

INTERNATIONAL TRANSFERS

Your information, including Personal Data, is primarily processed and hosted within the UK.

We may also transfer your data to affiliates, service providers, or other entities involved in fulfilling our contractual obligations or providing services on our behalf. These transfers may involve transmitting your data to countries outside the European Economic Area (EEA) or the United Kingdom that may have different data protection laws. However, we will only transfer your personal data to such countries if adequate safeguards are in place to protect your privacy rights, such as standard contractual clauses approved by the European Commission or other authorised mechanisms such as adequacy decisions.

DATA SECURITY

The security of your Personal Data is important to us and we strive to use commercially reasonable efforts to protect your Personal Data.



We have put in place appropriate security measures to prevent your Personal Data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your Personal Data to those employees, agents, contractors and other third parties who have a legitimate business need. They will only process your Personal Data on our instructions, and they are subject to a duty of confidentiality.

We will protect all personal data using appropriate technical and organisational security measures, to safeguard its integrity and confidentiality. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where necessary.

DATA RETENTION

We will only retain your Personal Data for as long as reasonably necessary to fulfil the purposes we collected it for. The relevant data retention periods are set out below. To determine the appropriate retention period for Personal Data, we consider the amount, nature and sensitivity of the Personal Data, the potential risk of harm from unauthorised use or disclosure of your Personal Data, the purposes for which we process your Personal Data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Data Type	Retention Period	Reason for Retention
Client Case Files (Litigation)	Minimum of 7 years after case closure	Legal and regulatory requirements (SRA)
Personal Injury Case Files	Minimum of 7 years after case closure	Legal and statutory limitations
Sexual Harassment Case Files	Minimum of 10 years after case closure	Longer retention due to sensitive nature
Billing and Financial Records	Minimum of 6 years after final invoice	Financial regulations (HMRC)
Client Communication Records	Minimum of 7 years after case closure	Legal and regulatory requirements
Employment Records	Minimum of 6 years after employment termination	HR and legal compliance
Supplier Platform Data	As per supplier contract and SRA and ICO guidelines	Ensures alignment with external service providers

We will securely return all information to the data controller, joint controller or destroy it when it is no longer required. This ensures compliance with the Data Protection laws and the duty of confidentiality we owe to our employees, clients and customers.

YOUR LEGAL RIGHTS

You have certain rights under data protection laws in relation to your Personal Data as follows:

- Request access to your Personal Data.
- Request correction of your Personal Data.
- Request erasure of your Personal Data.
- Object to processing of your Personal Data.
- Request restriction of processing your Personal Data.
- Request transfer of your Personal Data to another data controller.
- Right to withdraw consent.

If you wish to exercise any of the rights set out above, please contact us using the DPO details above. Not all of these rights are absolute (e.g. the right to erasure, right to object only apply in certain circumstances) – we will assess your request and acknowledge it promptly.

No Fee Usually Required

You will not have to pay a fee to access your Personal Data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Data (or to exercise any of your other rights). This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time Limit to Respond

We try to respond to all legitimate requests within one month (unless a different timescale applies under UK data protection law). Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Fraud Prevention

We may process your personal information using various crime prevention and anti-fraud tools, databases, and methodologies to protect you and our clients against fraud. In cases where we identify activities that raise legal concerns, we reserve the right to report such instances to the appropriate authorities. Your privacy is important to us, and we are committed to using your data responsibly and in compliance with UK law.



MISCELLANEOUS

Links to Other Websites

Our Services may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the privacy policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Changes to this Privacy Policy

We may update our privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on our website.

We will let you know via email and/or a prominent notice on our Services, prior to the change becoming effective and update the "Last updated" date at the top of this privacy policy.

You are advised to review this privacy policy periodically for any changes. Changes to this privacy policy are effective when they are posted on this page.



How To Complain

MPL Legal Services takes the security of our client data extremely seriously and makes every attempt to uphold its responsibilities under data protection law.

Should you wish to raise any concerns about the use of your personal data with us then please contact our DPO office using the below contact details;

Our Data Protection Officer is Stewart Rayment (Head Of Compliance and DPO)

By Letter

FAO: Data Protection Officer
MPL Legal Services
The Octagon
27 Middleborough
Colchester
CO1 1TG

By Email

DPO@MPLLegal.com

The ICO

The ICO, or Information Commissioner's Office, is the UK's independent regulatory authority responsible for enforcing data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Should you have concerns or are unhappy with the processing of your personal data, you should first contact us. If you remain unsatisfied with our response you have the right to lodge a complaint with the ICO.

By Letter

Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF

Via their Website

[Contact us | ICO](#)

By Phone

0303 123 1113

Other Contacts

By Letter

MPL Legal Services
The Octagon
27 Middleborough
Colchester
CO1 1TG

By Email

Compliance@MPLLegal.com

By Phone

01206 646 328

Version Control

Version Number	Date Approved	Approved By	Brief Description
<i>V1</i>	<i>Oct 2024</i>	<i>MPL Legal Services Director</i>	<i>Policy creation</i>
<i>V1.2</i>	<i>Oct 2024</i>	<i>MPL Legal Services Director</i>	<i>Policy enhancement</i>