



MPL Legal Services

Privacy Notice

MPL Legal Services is committed to protecting the privacy and confidentiality of our clients' or third parties' personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you interact with MPL Legal Services or visit our website.

MPL Legal Services is bound to UK GDPR (General Data Protection Regulation). The GDPR was incorporated into UK law through the Data Protection Act 2018 (DPA 2018). This act supplemented the GDPR and provided additional provisions and guidance on data protection matters within the UK's legal framework.

Information We Collect

We may collect personal information from you directly when you:

- Contact us for legal services;
- Communicate with us via email, phone, or in-person meetings;
- Or your insurer have instructed us to act on your behalf or for a claim made against you;
- Submit enquiries or requests through our website;

The types of personal information we may collect or we are provided with include but are not limited to:

- Information related to your legal matter, including documents and communications
- Insurance and insurance claims details
- Name, address, email address, date of birth and phone number
- Payment and banking information
- Medical data
- Employment records
- Any other information required to carry out the

How We Use Your Information

We use the information we collect for the following purposes:

- 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

Information Sharing and Disclosure

We do not sell, trade, or rent your personal information to third parties. However, we may share your information with our employees, contractors, and affiliates who need it to provide services to you.

We may also share your information with third-party service providers who assist us in operating our business, such as independent investigators, IT service providers or third-party search systems.

We may also share your information with law enforcement and government agencies when required by law or for the purpose of fraud prevention, detection and/or criminal activity.

Lawful Basis for Processing Your Data

MPL Legal Services will lawfully process your data under one of the 6 basis of processing as stated within data protection law;

- **Consent**

The data subject has given clear consent for the processing of their personal data for a specific purpose.

- **Contractual Necessity**

Processing is necessary for the performance of a contract to which the data subject is a party, or to take steps at the request of the data subject prior to entering into a contract.

- **Legal Obligation**

Processing is necessary for compliance with a legal obligation to which the data controller is subject.

- **Vital Interests**

Processing is necessary to protect the vital interests of the data subject or another natural person.

- **Public Task**

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.

- **Legitimate Interests**

Processing is necessary for the purposes of the legitimate interests pursued by the data controller or a third party, except where such interests are overridden by the interests, rights, or freedoms of the data subject.

Data Security

MPL Legal Services will protect all personal data using appropriate technical and organisational security measures, to safeguard its integrity and confidentiality.

MPL Legal Services will maintain registers of information assets and software it uses, appoint a Data Protection Officer / Information Officer even where one is not required under the data protection rules, and review its processing operations periodically.

Our Website

We take care to ensure that our website is secure, up to date, does not infringe copyright and is compliant with SRA requirements and applicable accessibility standards.

Our website provides appropriate information to users on privacy and cookies.

Data Retention

We are committed to protecting your privacy and ensuring the security of your personal data. In accordance with data protection laws and regulations, we ensure data retention practices are in place to govern the retention and disposal of personal data collected through our service. Personal data will be retained only for as long as necessary to fulfil the purposes for which it was collected or as required by applicable legal or regulatory requirements. Once personal data is no longer needed for its intended purposes or legal obligations have expired, we will securely dispose of it using appropriate methods to prevent unauthorised access or disclosure. Our data retention practices are regularly reviewed and updated to ensure compliance with data protection regulations and to safeguard your privacy rights.

Your Rights

MPL Legal Services commits to ensuring the safeguarding of your information and to process it in line with any applicable law. Under EU and UK GDPR a data subject may have the right to exercise one or more for the following;

- **Right to be Informed**

You have the right to be informed about the collection and use of your personal data.

- **Right of Access**

You can request access to your personal data held by data controllers and obtain information about how it is processed.

- **Right to Rectification**

You have the right to request the correction of inaccurate or incomplete personal data.

- **Right to Erasure (Right to be Forgotten)**

You can request the deletion of your personal data under certain circumstances, such as when it is no longer necessary for the purpose for which it was collected.

- **Right to Restrict Processing**

You can request the restriction of processing of your personal data in certain situations, such as when there is a contest in the accuracy of the data or the lawfulness of processing it.

- **Right to Data Portability**

You have the right to receive your personal data in a structured, commonly used, and readable format and transmit it to another data controller.

- **Right to Object**

You can object to the processing of your personal data for certain purposes, such as direct marketing, unless the data controller can demonstrate compelling legitimate grounds for the processing.

- **Rights Related to Automated Decision Making and Profiling**

You have the right not to be subject to decisions based solely on automated processing, including profiling, which could significantly affect you, unless certain conditions are met.

To exercise your rights, please contact our DPO office: DPO@MPLLegal.com

Transfers

We may transfer your data to third parties, including 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.

How To Complain

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

MPL Legal Services Data Protection Officer

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 Email

Compliance@MPLLegal.com

In Writing

MPL Legal Services

The Octagon

27 Middleborough

Colchester

CO1 1TG

By Phone

01206 635 252

Version Number	Date Approved	Approved By	Brief Description
V 1	14/05/2024	Andrew Caplan	Creation of Policy