

OPC | LAW

Privacy Notice

Updated: October 2024

This privacy notice (“**the Notice**”) collectively with our standard terms of business (“**the Terms**”) sets out our responsibility and commitment to protecting the privacy and confidentiality of personal data. We recognise and comply with the rules of professional conduct, which impose a duty to preserve and protect information that we process in relation to the legal services we provide.

The Notice provides information on how OPC Law Limited collects and uses personal data in the context of providing legal services, whether that is services to you and/or your business, through the use of our website, and through any other means in which we may interact.

1. OPC LAW LIMITED

- 1.1. OPC Law Limited (“**OPC**”) is a law firm and limited liability company registered in England & Wales (company number: 15645171) and regulated by the Solicitors Regulation Authority (SRA number: 8007768). Our registered office is 5 Jubilee Way, Rogerstone, NP10 9PN. We are registered with the Information Commissioner’s Office (“**the ICO**”) under the registration number ZB773612.
- 1.2. We reserve the right to change and update the Notice or the Terms from time to time in order to reflect any changes to the way in which we process personal data or changes to business, regulatory or legal requirements.

2. CONTROLLER

- 2.1. OPC is a data controller pursuant to the UK General Data Protection Regulation and Data Protection Act 2018 and is responsible for your personal data that is provided to OPC.
- 2.2. If OPC is ever a data processor, we will notify you and will enter into an appropriate contract to include for data processing requirements.

3. PERSONAL DATA

- 3.1. Personal data means any information about an individual from which that person can be identified.
- 3.2. We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:
 - 3.2.1. personal information such as your name, address, email address and telephone number, photographic identification and proof of address documentation (such as driver’s license and passports);
 - 3.2.2. business information such as legal entity documents;
 - 3.2.3. financial information such as payment and bank account details;
 - 3.2.4. professional information regarding your job title and work contact details;
 - 3.2.5. technical information including IP address, operating system, browser type and related information regarding the device you used to visit OPC’s website, the length of your visit and your interactions with the OPC’s website;

- 3.2.6. marketing information including your marketing preferences from OPC; and
- 3.2.7. legal services required information such as details of phonecalls, conversations or any enquiries made.
- 3.3. We also collect and use aggregated data such as analytical data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' data to calculate the percentage of users accessing a specific website feature in order to analyse general trends in how users are interacting with our website to help improve the website and our service offering.
- 3.4. In certain circumstances, our collection of the different categories of data set out above may include the collection of Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data).
- 3.5. OPC also may collect Criminal Convictions and Offences Data. In the majority of cases personal data will be restricted to basic information and information needed to complete certain checks.
- 3.6. If you fail to provide personal data that OPC requires, OPC may not be able to provide you with legal services.

4. THIRD PARTIES

- 4.1. In the course of providing legal services we may receive information about you from third parties, such as other parties involved in legal proceedings or professional services firms. When we receive personal data about you, we will make sure that third parties have complied with the relevant privacy laws and regulations, for example that you have been informed of the processing and that any necessary permission for us to process that information as described in the Notice has been obtained.
- 4.2. Where you provide any information to us that relates to a third party (such as a business partner, financial dependent, or joint account holder), you confirm that you have obtained any necessary permission to use it or are otherwise permitted to give it to us. You should ensure that those individuals understand how their personal data will be used by us. You must have the authority to disclose personal data if it relates to someone else and all data disclosed should be complete, accurate and up to date.

5. COLLECTION OF PERSONAL DATA

- 5.1. OPC uses different methods to collect personal data from and about you including:
 - 5.1.1. When we communicate with you by email or other electronic correspondence, by telephone or using video conferencing software. This includes personal data you provide when you:
 - 5.1.1.1. make a request for legal services;
 - 5.1.1.2. request marketing to be sent to you; or

- 5.1.1.3. complete a survey or provide feedback.
- 5.1.2. Networking (for example, at in-person or virtual events).
- 5.1.3. Otherwise through providing our legal services and in the operation of our business.
- 5.2. We may also collect data from and about you via our website:
 - 5.2.1. by your actions for example, when submitting a subscription form, completing a form on our website, or using the “contact us” feature.
 - 5.2.2. through automated technologies or interactions. As you interact with our website, we will automatically collect technical information about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive technical information about you if you visit other websites employing our cookies. See the Cookie Policy on OPC’s website for further details.
 - 5.2.3. technical information is collected from analytics providers (such as Google) based outside the UK and search information providers based inside or outside the UK.
 - 5.2.4. contact and financial information from providers of technical, payment and delivery services based inside or outside the UK;
 - 5.2.5. identity and contact information from publicly available sources such as Companies House and the Electoral Register based inside the UK.
- 5.3. Please do keep us informed if your personal data changes.

6. USE OF PERSONAL DATA

- 6.1. OPC will rely on the following legal bases under Data Protection Legislation for processing personal data:
 - 6.1.1. performance of, or entry into, a contract. The personal data that we are required to collect in order to comply with any other professional, legal and regulatory obligations which apply to us must be provided to us in order for us to perform this contract - we would not be able to act for you without this personal data
 - 6.1.2. compliance with a legal obligation to which we are subject
 - 6.1.3. we have a legitimate interest in doing so as a legal services provider. These legitimate interests will include our interests in managing our relationship with our people, clients, prospective clients, suppliers and their contact personnel, maintaining the security of our IT systems and network, and ascertaining achievement of proper standards/ compliance with policies, practices or procedures

- 6.1.4. where processing of ‘special category data’ is necessary in the context of the establishment, exercise or defence of legal claims or where another legal ground other than explicit consent is available to us under Data Protection Legislation; or
 - 6.1.5. in certain circumstances where we need to process ‘special category data’ in the context of our legal work where we have obtained your express / explicit consent to do so. You may withdraw it at any time.
- 6.2. We may use your information for the following purposes:
- 6.2.1. to respond to any query that you may submit to us
 - 6.2.2. to manage our relationship with you (and/or your business), including by maintaining our database of clients and other third parties for administration, and accounting and relationship management purposes
 - 6.2.3. to complete our contractual obligations to you, or otherwise taking steps as described in our engagement terms and/or our Standard Terms of Business (including any associated administration)
 - 6.2.4. to carry out any relevant conflict checks, anti-money laundering and sanctions checks and fulfilling our obligations under any relevant anti-money laundering law or regulation (including under The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017)
 - 6.2.5. to verify your identity using electronic verification from time to time. Any personal data received from you for the specific purpose of proving your identity will be processed only for the purposes of preventing money laundering or terrorist financing (as detailed above), unless any additional use is permitted by law or you consent to us using it for a different purpose
 - 6.2.6. to send you or email or post any relevant information on our services and to invite you to events and networking opportunities that may be of interest to you using the email and/or postal address which you have provided, but only if you have given us your consent to do so or we are otherwise able to do so in accordance with applicable Data Protection Legislation
 - 6.2.7. to manage and administer any events (either virtual or in person) hosted or sponsored by us, including managing your communication preferences, for example, if you opt out from our mailings, to operate suppression lists to ensure that you do not receive marketing communications from us
 - 6.2.8. to process any job application you (or your representative) has submitted
 - 6.2.9. to administer our corporate responsibility initiatives
 - 6.2.10. to manage and administer our supplier and other third-party relationships and to comply with our contractual and legal obligations pursuant to those relationships
 - 6.2.11. to ensure that our website, apps and digital service’s content is presented in the most effective manner for you and your device

- 6.2.12. to customise our website, apps and other digital services according to your interests
- 6.2.13. to administer our website, apps and other digital services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey responses;
- 6.2.14. as part of our efforts to keep our website, apps and other digital services safe and secure
- 6.2.15. to measure or understand the effectiveness of advertising we send to you and others, and to deliver relevant advertising to you
- 6.2.16. to comply with any other professional, legal and regulatory obligations which apply to us or policies or procedures that we have in place (including procedures by which we use software tools to review and access information stored on our system in order to assess, verify or otherwise process the personal data we hold)
- 6.2.17. as we feel is necessary to prevent illegal activity or to protect our interests.

7. DISCLOSURE OF PERSONAL DATA

- 7.1. In carrying out our legal services we may be obliged by law to disclose some information to third parties in connection with your matter. Some third parties will be considered our suppliers or service providers and others will have a legitimate reason to have access to your personal data.
- 7.2. Our suppliers and service providers will use your information for the purposes of providing services to us or directly to you on our behalf. Such third parties may include for example insurers, payment processing and accountancy, software providers and mailing services.
- 7.3. Our third parties can be classified as independent or joint controllers when they have a legitimate right to your information; whilst processors in relation to the provision of legal services will only have access to any personal data that is necessary for them to provide their services.
- 7.4. This may include, but is not limited to:
 - 7.4.1. A court or tribunal where we are acting for you in a dispute, including Adjudication, Arbitration or Litigation.
 - 7.4.2. Government or statutory bodies (such as HM Revenue and Customs).
 - 7.4.3. The solicitors or representatives (such as claims consultants) acting on the other side of your matter.
 - 7.4.4. Legal counsel, counsel’s chambers or other experts to obtain advice or assistance on your matter.
 - 7.4.5. Other professionals and service providers (such as project managers, quantity surveyors or technical advisors).

- 7.4.6. Non legal experts to obtain advice or assistance (such as translation agencies, insurance companies).
- 7.4.7. Panel providers who allocate legal work to us as a law firm.
- 7.4.8. Any disclosures to law enforcement agencies where required by law (in particular the prevention of financial crime and terrorism).
- 7.4.9. Our regulators including the ICO and the SRA in connection with any ongoing regulatory investigation.
- 7.4.10. Our professional indemnity insurer in the event a claim is made against us in order to defend ourselves.
- 7.4.11. The bank or building society or other lender providing finance in a transaction.
- 7.4.12. External auditors who may carry out independent checks of your file as part of our accreditations.
- 7.4.13. If there is an emergency and we think you or others are at risk.
- 7.4.14. A marketing service provider to enable us to send you legal insights and event information by email.
- 7.4.15. Court appointed investigators, including insolvency practitioners.
- 7.5. At the outset of your matter, we may not be aware of all the other parties involved as this will depend on the specific nature of the work.
- 7.6. We will not disclose (or sell) your personal information to any other third parties for marketing purposes.
- 7.7. 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.

8. INTERNATIONAL TRANSFER

- 8.1. Unless you instruct us in a matter that involves an international element, OPC does not normally send your personal data outside the UK or European Economic Area.
- 8.2. If we do need to send your data outside the UK or European Economic Area, we will seek your consent to do so. Please note that some countries outside the UK have laws that do not provide the same level of data protection as the UK law.

9. DATA SECURITY

- 9.1. 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.

- 9.2. We limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. Any third party will only process your personal data on our instructions and they are subject to a duty of confidentiality.
- 9.3. If we have given you a username and password which enables you to access certain parts of your matter, such as via share files or cloud based sharing systems, you are responsible for keeping it the username and password confidential and secure at all times. Please do not share it with anyone.

10. DESTRUCTION OF PERSONAL DATA

- 10.1. We will only retain your personal data for a limited period of time and for no longer than is necessary for the purposes for which we are processing it. The retention periods are based on the requirements of relevant data protection laws, the purpose for which the information is collected and used, legal and regulatory requirements to which we are required to retain personal data, limitation periods for taking legal action, good practice and our business purposes.
- 10.2. In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

11. RIGHTS IN RELATION TO PERSONAL DATA

- 11.1. Data Protection Legislation gives you the right to access information held about you. You are entitled to be told by OPC whether we or someone else on our behalf is processing your personal information; what personal information we hold; details of the purposes for the processing of your personal information; and details of any third party with whom your personal information has been shared.
- 11.2. You can access the personal information we hold on you by writing to us at: FAO: Data Protection Officer, 5 Jubilee Way, Rogerstone, NP10 9PN or by contacting info@opc-law.co.uk or by completing our web form via our Contact Us page on the website.
- 11.3. We will ask you to provide certified copy proof of identity before we show you your personal information – this is so we can prevent unauthorised access.
- 11.4. You will not usually have to pay a fee to access your personal information. However, in the event that an access request is unfounded, excessive or especially repetitive, we may charge a ‘reasonable fee’ for meeting that request. Alternatively, we may refuse to comply with your request in such circumstances. Similarly, we may charge a reasonable fee to comply with requests for further copies of the same information.
- 11.5. You have the additional rights to request rectification and erasure of your personal data and to request restriction of, and to otherwise object to, our processing of your personal data and you can exercise these rights at any time by using the contact details noted above.

12. DATA PROTECTION OFFICER

OPC has appointed a Data Protection Officer. If you would like to discuss the content of the Notice or the use of your personal data, or would like to exercise your legal rights in relation to your personal data, please contact our DPO by sending a hardcopy letter to the registered

office “FAO Data Protection Officer”, or send OPC an email via the “Contact us” section of the website.

13. THE ICO

- 13.1. The ICO is the regulator for use of personal data. You have the right to make a complaint at any time to the ICO via the ICO’s website (www.ico.org.uk).
- 13.2. Before escalating to the ICO, we would always be grateful for the opportunity to discuss any complaint or concern you may have.

14. THIRD PARTY LINKS ON OPC’S WEBSITE

- 14.1. OPC’s website contains links to third-party sites, such as the Solicitors Regulation Authority via the clickable logo, and to social media platforms via thumbnails on OPC’s website. Clicking on these links may allow third parties to collect or share data about you.
- 14.2. OPC does not have any control on third-party sites, and is not responsible for how you interact with those third parties, or how those third parties process your data.