
PRIVACY NOTICE

1. Introduction

- 1.1 Welcome to Mundays LLP's privacy notice.
- 1.2 We respect your privacy and are committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data we collect from you both when you visit our website (regardless of where you visit it from) and where we carry out services for you. This privacy notice tells you about your privacy rights and how the law protects you.
- 1.3 This privacy notice explains how we may collect and process information about:
 - 1.3.1 visitors to our website;
 - 1.3.2 people who use our services e.g. clients or other subscribers to our communications;
 - 1.3.3 job applicants and our current employees;
 - 1.3.4 individuals wishing to participate in work experience via our vacation scheme; and
 - 1.3.5 third parties who are involved in legal work relating to our clients such as the other side of a transaction, dispute or agreement and their legal advisers.
- 1.4 Please use the Glossary to understand the meaning of some of the terms used in this privacy notice.

2. Purpose of this Privacy Notice

- 2.1 This privacy notice aims to give you information on how Mundays LLP collects and processes your personal data. We may collect data:
 - 2.1.1 through your use of our website, including any data you may provide through our website;
 - 2.1.2 when you instruct us in respect of our services or contact us in respect of our services;
 - 2.1.3 when you sign up to our newsletters or other communications;
 - 2.1.4 when you agree to attend any of our events; or.
 - 2.1.5 as set out in paragraphs 1.3.3 to 1.3.5 above.
- 2.2 Our services sometimes require us to collect data relating to children for example in matrimonial matters or where acting for schools or other educational establishments. We will process such information relating to children strictly on the basis of our legitimate interests in providing our legal services and on the basis in some cases the processing is necessary for the establishment, exercise or defence of legal claims.
- 2.3 It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

3. Controller

Mundays LLP, a limited liability partnership incorporated and registered in England and Wales under registered number OC313856 and whose registered office is situated at Cedar House, 78 Portsmouth Road, Cobham, Surrey KT11 1AN is the controller and responsible for our personal data (collectively we will be referred to as "**Company**", "**we**", "**us**" or "**our**" in this privacy notice).

4. Contact Details

- 4.1 Our full details are:

Mundays LLP, Cedar House, 78 Portsmouth Road, Cobham, Surrey KT11 1AN

Email address: enq@mundays.co.uk

T: +44 (0)1932 590 500

5. Complaints

- 5.1 You have the right to make a complaint at any time to the Information Commissioner's Office ("**ICO**"), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

6. Changes to the Privacy Notice

- 6.1 The data protection law in the UK will change on 25 May 2018. Although this privacy notice sets out most of your rights under the new laws, we may not yet be able to respond to some of your requests (for example, a request for the transfer of your personal data) until May 2018 as we are still working towards getting our systems ready for some of these changes.
- 6.2 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.

7. Website Third-Party Links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections through our website may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

8. The Data We Collect About You

- 8.1 Personal data, or personal information, 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).
- 8.2 We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.

Contact Data includes your email address and telephone numbers and where you are a private individual client your home address.

Financial Data includes bank account and payment card details and information on payments including unpaid bills.

Transaction Data includes details of services you have received from Mundays LLP.

Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

Profile Data includes preferences, feedback and survey responses.

Usage Data includes information about how you use our website.

Marketing and Communications Data includes your preferences in receiving marketing or other communications from us which are in addition to the services for which you engage us.

- 8.3 We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific feature of our website. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.
- 8.4 We do not ordinarily collect any **Special Categories of Personal Data** about you but on occasion this may be required as part of our services (special categories 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). Nor do we collect any information about criminal convictions and offences. There may however be occasions where you let us know of information which is special category personal data for the purpose of us providing services. For example, we may advise you in respect of discrimination for one of these categories or we may need to confirm a data subject's health for the purpose of providing our advice. Where we are required to receive this data as part of our services, you we process this data to perform our contract with you and provide our services and you consent to us processing it in order to perform the services. Where such information is received about non clients for the purpose of our services, we will process it on the basis of our legitimate interests in providing our legal services and on the basis in some cases the processing is necessary for the establishment, exercise or defence of legal claims, in others the information may be made public.

9. If you Fail to Provide Personal Data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel the service you require but we will notify you if this is the case at the time.

10. How is Your Personal Data Collected?

- 10.1 We use different methods to collect data from and about you including through:
- 10.2 **Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
- 10.2.1 request information about our services including fee estimates, scope of work and the likely process;
 - 10.2.2 subscribe to our newsletters, updates, events or other news;
 - 10.2.3 complete a survey; or
 - 10.2.4 give us some feedback.
- 10.3 We may also collect data via our information technology systems such as case management, document management and time recording systems, reception logs, technical systems, such as our computer networks and connections, CCTV and access control systems, communications systems, email and instant messaging systems.
- 10.4 On occasions, an individual's personal data may be given to us by our clients for the purposes of our services. For example details of a personal representative appointed under a Will may be provided and retained in accordance with our documentation retention policies. We will record such information as is necessary for the services and use the information solely in connection with the provision of our services, which is our legitimate business interest.
- 10.5 **Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this

personal data by using cookies, server logs and other similar technologies. Please see our cookie policy for further details.

- 10.6 **Third parties or publicly available sources.** We may receive personal data about you from various third parties and public sources such as the Registrar of Companies, HM Land Register, the Intellectual Property Office and third party identification verification providers and from a third party with your consent, e.g.:
- 10.6.1 your bank or building society, another financial institution or advisor;
 - 10.6.2 consultants and other professionals we may engage in relation to your matter;
 - 10.6.3 your employer and/or trade union, professional body or pension administrators;
 - 10.6.4 your doctors, medical and occupational health professionals;
- 10.7 Technical Data from the following parties:
- 10.7.1 analytics providers such as Google based within or outside the European Economic Area; and
 - 10.7.2 search information providers credit providers and identity check agencies or providers, based inside the EU.
- 10.8 Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register.

11. How We Use Your Personal Data

- 11.1 We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:
- 11.1.1 where we need to carry out our services pursuant to our agreement with you which we have or are about to enter into.
 - 11.1.2 where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests. Our legitimate interests are in performing legal services to you (or third parties) or promoting or furthering our services.
 - 11.1.3 where we need to comply with a legal or regulatory obligation.
 - 11.1.4 generally we do not rely on consent as a legal basis for processing your personal data but may do so for our communications to existing clients or business contacts as at 25 May 2018 where consent is required under the Privacy and Electronic Communications (EC Directive) Regulations 2003. Where we rely on consent, you have the right to withdraw consent to marketing at any time by contacting us.

12. Purposes for Which We Will Use Your Personal Data

- 12.1 We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.
- 12.2 Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

What We Use Your Personal Data For	Our Reasons
To provide Legal Services To You	For the performance of our contract with you or to take steps at your request before entering into a contract
Conducting checks to identify our clients and verify their identity	To comply with our legal and regulatory obligations

What We Use Your Personal Data For	Our Reasons
<p>Screening for financial and other sanctions or embargoes</p> <p>Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business, eg under health and safety regulation or rules issued by our professional regulator</p>	
Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies	To comply with our legal and regulatory obligations
Ensuring business policies are adhered to, eg policies covering security and internet use	For our legitimate interests or those of a third party, ie to make sure we are following our own internal procedures so we can deliver the best service to you
Operational reasons, such as improving efficiency, training and quality control	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you at the best price
Ensuring the confidentiality of commercially sensitive information	<p>For our legitimate interests or those of a third party, i.e. to protect our intellectual property and other commercially valuable information</p> <p>To comply with our legal and regulatory obligations</p>
Statistical analysis to help us manage our practice, in relation to our financial performance, client base, work type or other efficiency measures	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you at the best price
Preventing unauthorised access and modifications to systems	<p>For our legitimate interests or those of a third party, i.e. to prevent and detect criminal activity that could be damaging for us and for you</p> <p>To comply with our legal and regulatory obligations</p>
Updating client records	<p>For the performance of our contract with you or to take steps at your request before entering into a contract</p> <p>To comply with our legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, e.g. making sure that we can keep in touch with our clients about existing and new services</p>
Statutory returns	To comply with our legal and regulatory obligations

What We Use Your Personal Data For	Our Reasons
Ensuring safe working practices, staff administration and assessments	<p>To comply with our legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, eg to make sure we are following our own internal procedures and working efficiently so we can deliver the best service to you</p>
<p>Marketing our services to:</p> <ul style="list-style-type: none"> existing and former clients; third parties who have previously expressed an interest in our services; third parties with whom we have had no previous dealings. 	For our legitimate interests or those of a third party, to promote our business to existing and former clients
External audits and quality checks, and the audit of our accounts	<p>For our legitimate interests or a those of a third party, ie to maintain our accreditations so we can demonstrate we operate at the highest standards</p> <p>To comply with our legal and regulatory obligations</p>
To track and report website traffic including browser type/version, operating system type/version, device type/model, screen resolution, input method, service provider.	For our legitimate interests, to promote, review and tailor our services via our website

13. Marketing

We provide you with choices regarding certain personal data uses, particularly around marketing. You will receive marketing communications from us if you have requested information from us or signed up for such communications and, in each case, you have not opted out of receiving that marketing.

14. Opting Out

You can ask us to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time.

15. 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 this website may become inaccessible or not function properly. For more information about the cookies we use, please see our cookie policy.

16. Change of Purpose

16.1 We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

16.2 If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

16.3 Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

17. Anti-Money Laundering Policies And Procedures

Our anti-money laundering policies apply to any services we carry out for you. We conduct client due diligence enquiries on each new client and persons connected with them (including beneficial owners) and conduct ongoing monitoring of existing clients as required under the anti-money laundering regulations. Where it is necessary, we seek relevant information from third party data suppliers. Where individuals have supplied personal data for this purpose we will only use it for that purpose and will keep it only as long as the relevant AML and data protection legislation requires.

18. Disclosures of Your Personal Data

18.1 We routinely share personal data with:

- 18.1.1 professional advisers who we instruct on your behalf or refer you to, eg barristers, medical professionals, accountants, tax advisors or other experts;
- 18.1.2 other third parties where necessary to carry out your instructions, eg your mortgage provider or HM Land Registry in the case of a property transaction or Companies House;
- 18.1.3 our insurers and brokers;
- 18.1.4 external auditors with regard to accreditation and the audit of our accounts;
- 18.1.5 our bank;
- 18.1.6 external service suppliers, representatives and agents that we use to make our business more efficient, e.g. typing services, marketing agencies, document collation or analysis suppliers;

18.2 We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers relating to ensure they can only use your personal data to provide services to us and to you.

18.3 We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

18.4 We may also need to share some personal data with other parties, such as potential buyers of some or all of our business or during a re-structuring. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations.

18.5 Additionally we may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 12 above.

- 18.5.1 Internal Third Parties as set out in the Glossary.
- 18.5.2 External Third Parties as set out in the Glossary.
- 18.5.3 Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

18.6 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. Information may be held at our offices and those of our third party agencies, service providers, representatives and agents as described above.

19. International Transfers

We do not transfer your personal data outside the European Economic Area other than with your consent for the purpose of providing legal advice.

20. Data Security

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

20.2 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 we are legally required to do so.

21. Data Retention

21.1 We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

21.2 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 requirements.

21.3 Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us.

21.4 In some circumstances you can ask us to delete your data: see Request Erasure below for further information.

21.5 In some circumstances we may 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.

22. Your Legal Rights

22.1 Under certain circumstances, you have rights under data protection laws in relation to your personal data. If you wish to exercise any of the rights set out below after the Glossary please contact us.

22.2 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 may refuse to comply with your request in these circumstances.

22.3 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.

22.4 Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may 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.

GLOSSARY

23. Lawful Basis

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

24. Third Parties

Internal Third Parties

24.1 We may provide the information we hold about you to our affiliated companies Mundays Company Secretaries Ltd and Mundays Trustee Services Ltd if this is necessary for the purposes of providing the services.

External Third Parties

24.2 Service providers acting as processors based in the United Kingdom and European Economic Area who provide IT and system administration services.

24.3 Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.

24.4 HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom.

24.5 Solicitors Regulation Authority, Law Society and Legal Ombudsman Financial Conduct Authority acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances or to whom it is necessary to provide information as part of our services.

25. YOUR LEGAL RIGHTS

25.1 You have the right to:

25.1.1 **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

25.1.2 **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

25.1.3 **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where

there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

25.1.4 **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

25.1.5 **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

25.1.6 **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

25.1.7 **Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.