

## Case to Answer Limited

### Company Policy

<b>Policy Name</b>	<b>Company Privacy Policy</b>
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### CLAUSE

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## Privacy Policy

### 1. Who we are

Case To Answer is a UK based Limited company registration number **11616553** (“Case To Answer”, “we”, “us”).

The privacy and confidentiality of our clients, potential clients, ex-clients and their affiliates it always our first concern. This Privacy Policy details the personal information we collect, why we collect it and how we use it. It also highlights area where we might share your detail with other with your consent.

We may use your personal information:

- Firstly, we will use your data to contact you to discuss any enquiry you have made either directly with us by phone, email or website contact forms or via one of our partners.
- To arrange medical appointments or request medial record, only with your consent on and with strict regards to the boundaries of your consent and your claim.
- to perform a contract, such as engaging with an individual or company to provide legal or other services;
- for the establishment, exercise or defence of legal claims or proceedings;
- to comply with legal and regulatory obligations;
- for legitimate business purposes; or
- to contact you to tell you about updates, products or services that may be of interest to you, if you have provided your consent (where necessary) for such use, or the organisation that you work for has obtained your consent (where necessary).

### 2. How we collect your personal information

We collect and process your personal information in order to facilitate the provision of the professional service(s) for which you have instructed, or may instruct, us. The personal information you supply to us in connection with your claim may include: your name, address, contact details, date of birth, details of the circumstances of any claims previously made and any damages received, your National Insurance number, employment details including records held by financial institutions.

There may be instances where information comes from other sources or third parties. For example, we may receive it from a financial institution or CMC assisting with a claim.

Your personal data will be held in electronic and/or manual format.

Why we collect your personal information

We will use your personal information for the following purposes:

- the provision of legal advice;
- the administration and management of your claim including conflict checking and billing;
- the legitimate business purposes associated with the operating of a law firm, such as client satisfaction surveys and auditing;
- to provide services ancillary to your claim, for example, car replacement hire, the recovery of the car hire costs, medical assistance and reports, insurance products; and/or
- to comply with any laws or regulations.

### 3. Sharing your personal information outside of Case To Answer

We may need to communicate your personal information to other individuals or organisations to facilitate your claim. For example:

- for the purpose of obtaining experts reports or acting as expert witnesses;
- insurance underwriters for the purpose of assessing and validating your claim or to enable them to provide cover under an insurance policy such as legal expenses insurers;
- insurance companies/brokers/third party introducers who referred your claim to us for the purpose of complying with our contractual obligations regarding details of the claim we process;
- Specialist services necessary to facilitate the pursuit of your claim.

In facilitating your claim, we may also transfer your information to third parties providing us with support and administrative services for the more efficient processing of your claim and/or the legitimate business purposes associated with the operating of a law firm. Your details will be processed in each case in strict confidence and we will take all reasonable steps to ensure that any third party has sound security measures.

If after providing us with your personal information it becomes apparent, we are unable to offer our service to you, we may, with your consent, pass your details to another company who may be able to assist you.

### 4. Accessing and updating your personal information

You have several legal rights over the personal information held by us. These include the right:

- to access your personal information held in our records, whether electronically or manually;
- to correct or update any personal information that you think is incorrect;
- to object to further processing, including stop receiving marketing material from us which you previously signed up for, by updating your marketing preferences;
- to ask us to delete your personal information. We will only be able to accommodate this request where it is no longer necessary for the purpose(s) for which it was provided or where we no longer have a lawful basis to process your personal information;
- to receive the personal information we hold about you in a portable format, however this need only be provided in limited circumstances where the processing has been done by automated means; and
- to ask us to stop processing your personal information in certain circumstances. Asking us to stop doing this may mean we are no longer able to provide you with legal services and impact your client retainer.

You should contact us should you wish to have access to this information or to update or complete any of our records pertaining to your personal information. Requests can be made to our Data Protection Officer:

40 Hoghton Street, Southport, Merseyside, United Kingdom, PR9 0PQ

For more information about this policy, or if you would like to make a complaint in relation to the way we process your personal information, please contact [xavier@casetoanswer.com](mailto:xavier@casetoanswer.com) We will endeavour to resolve any complaints, however if we are unable to do so to your satisfaction, you can contact the Information Commissioner's Office (ICO), the website is [www.ico.org.uk](http://www.ico.org.uk) or their telephone helpline 0303 123 1113.

### 5. Other Websites

Sometimes other websites may collect information from you that subsequently may be passed onto us. In addition, this website may contain links to other websites. This Privacy Policy only applies to this website, so please ensure you also read the privacy policy of the other website provider. We bear no responsibility for the operation, content or policies of other websites.

## **6. How long we keep your personal information**

We will retain your personal information for as long as it is reasonable and necessary for the use for which we have collected it in accordance with applicable laws, and our statutory obligations. We may also use your personal details to provide you with information about legal developments, news or events if you have subscribed to our newsletters, or to ask you to participate in a client satisfaction survey.

## **7. Transferring personal information overseas**

Most of the personal information we hold on you will be used and stored in the UK. However, there may be instances where some or all of your personal information is transferred overseas as some of our operations and third party providers are located outside of the UK. Where this occurs, we have taken steps to ensure that data is held securely.

## **8. Security**

We will keep your personal information confidential and will take appropriate measures to protect it against loss, theft or misuse and to safeguard your privacy.

Where you are provided with any confidential information (including a user ID or password), you must not disclose such information to any third party.

## **9. Updating this Policy**

We may amend this policy at any time by either notifying you or posting a revised version on our website at [www.casetoanswer.com](http://www.casetoanswer.com)

If we make a change to this policy, we will take your continued use of our services after that date as your acceptance of the change, so if an amendment is not acceptable to you then you should stop using our services.