



## Privacy Notice

In compliance with UK and European data protection regulations, this privacy notice explains what personal information we collect from you when you visit our website or are a recipient of our services.

Robert Lunn & Lowth LLP is committed to processing personal information about its customers in ways that comply with its legal and regulatory obligations and to being clear with customers about what we do with their personal information.

### Data collection

We or Us:	Robert Lunn & Lowth LLP 2, Sheep Street Stratford-upon-Avon Warwickshire CV37 6EJ
Personal data:	Any data or information, in electronic or organized hard copy, that identifies you personally or which relates to you when you are identifiable.
Special categories of personal data:	Sensitive information relating to you, namely: health records; information regarding your sex life, sexual orientation, political opinions, religious or philosophical beliefs, racial or ethnic origin, trade union membership; and genetic and biometric data

### Our lawful basis for processing your personal data and special categories of personal data (sensitive information)

You have instructed us to give you legal advice and/or representation. The solicitor-client relationship is a contractual one and it is a requirement that you agree to our Terms of Business.

To perform this contract, it is unavoidable that this requires us to collect, process and store personal information about you.

We have legal and regulatory duties to process certain personal data, including ID and other information we require to conduct due diligence on you.

The information requested when you instruct us is required to identify you and perform our service for you. If you do not provide the requested information, we will not be able to provide our service to you.

We have a legitimate interest in contacting you to market our services to you.

For special categories of personal data, we are permitted to process your data (e.g., health records) for the purpose of giving legal advice.

In summary, we do not anticipate requiring your explicit consent to process your personal data. If that changes, we will let you know.

### How will we use your personal data

We use the information you provide in the following ways:

- to identify you and provide you with the legal services you have requested.
- to provide you with the information you have requested about the services we offer.
- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us.



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- to notify you about changes to our service.
- to deal with your feedback, query or complaint.
- to administer, support, improve and develop our firm generally and to enforce our legal rights.

### **Where we get your personal data from**

- You or your representatives
- Public records
- Other parties you instruct us to contact (e.g., doctors, employers, estate agents, accountants, banks, surveyors, medical professionals, courts, regulatory bodies and other advisors and specialists related to your matter.
- Our records may also provide us information about you if you are involved in a transaction or dispute with one of our clients or have a connection with them such as being a tenant or employee of a client.

### **Your data rights**

You have the right, free of charge, to:

- Access your personal data (known as a Data Subject Access Request).
- Have any mistakes rectified e.g. mis spelling of your name.
- Have your personal data erased by us or restrict the way we process your personal data (subject to certain conditions).
- 'Port' your personal data to another provider.
- Object to us using your personal data for direct marketing.
- Not be subject to 'automated processing' (often referred to as 'profiling').

You simply need to contact us to exercise any of your rights.

In the case of marketing, please let us know and we will action your request.

For more information on your legal rights see the Information Commissioner's website ([www.ico.org.uk](http://www.ico.org.uk)).

### **Retention of personal data**

We are required by our insurers and regulators to keep your file and personal data for minimum periods. We are not permitted to keep your personal data indefinitely or for longer than is necessary.

Our Data retention policy is that the minimum period we will keep files and other personal data relating to a legal matter is six years. We may keep your file for significantly longer than that if it is necessary and in our legitimate interests to do so (for example files relating to Wills, Property or Children matters or where you request this). Please refer to the Storage of papers and Original documents paragraph of our Terms of Business for further details on this.

We operate a rolling annual program of file destruction. All our files and other documents containing personal data are destroyed securely in line with our file destruction procedures.



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### **Sharing your personal data**

We may need to share your personal data with other professionals who we instruct on your behalf (e.g. barristers and doctors) third parties who are vital to a transaction (e.g. mortgage provider, the courts), providers of services that are necessary to progress a legal matter (e.g. to perform our client due diligence checks on you) and people who you ask us to share your personal data with (such as estate agents, family members or other representatives).

We may also need to share your personal data with our Regulators, Insurers and Law Enforcement Agencies. We use external auditors to review our files for training, compliance, and quality.

Where we share your personal data with third parties, we will ensure that they have appropriate data protection arrangements in place.

### **Where we hold your personal data**

Your data will be stored at our offices, our IT systems or where your information is shared with a third party, at their premises or on their IT systems.

### **Transferring your personal data outside of the EEA**

Since we do not have offices outside England & Wales, we have no reason to transfer your personal data outside the European Economic Area, unless you or a third party with whom we must share your personal data are based outside the EEA.

### **Data Protection Officer**

We do not have a Data Protection Officer (DPO) but have appointed a Data Privacy Manager to implement our data protection policies and procedures. Our Data Privacy Manager's details are:

Name: Lesley Siemonek

Email: [lesley.siemonek@robertlunnlowth.co.uk](mailto:lesley.siemonek@robertlunnlowth.co.uk)

For the purposes of Data Protection legislation, the data controller is RLL Legal.

### **Complaints and questions**

If you have a complaint or question about our use of your personal data, please contact in the first instance our Data Privacy Manager.

You may also make complaints direct to the Information Commissioner's Office (web: [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) Tel: 0303 123 1113).

### **Website cookies**

Although we aren't currently using cookies, we may well use cookies on this website in the future. If we do so, then we will update this notice. Cookies are small files of letters or numbers downloaded onto a device when users access websites. They are widely used in order to make websites work, or work more efficiently, as well as to provide service information to the owners of the site.

### **Our Service Providers**

This includes external third-party service providers, such as accountants, auditors, experts, lawyers and other outside professional advisors; IT systems, support and hosting service providers; printing, advertising, marketing outsourced service providers that assist us in carrying out business activities. All our systems are located within the UK or EEA.



## **Privacy Notice**

### **Marketing**

If you have consented to receive marketing information, you may opt out at a later date by writing to us at [admin@robertlunnlowth.co.uk](mailto:admin@robertlunnlowth.co.uk). You have the right at any time to stop us from contacting you for marketing purposes.

### **Links to other websites:**

Our website may contain links to other websites of interest. However, you should note that we do not have any control over these other websites. Once you have used any of these links to leave our site, therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these sites and such sites are not governed by this privacy notice.

### **Changes to our Privacy Notice:**

We keep our Privacy Notice under regular review and we will place any updates on this webpage. This Privacy Notice was last updated in February 2025.

### **How to contact us:**

Please contact us if you have any questions about our Privacy Notice or about information we hold about you:

By email : [admin@robertlunnlowth.co.uk](mailto:admin@robertlunnlowth.co.uk)

Or write to us at:

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2, Sheep Street  
Stratford-upon-Avon  
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