A blue and grey logo

Description automatically generated

First Family Law Privacy Policy

**Our contact details**

Name: Neil Andrews

Address: 43A St Mary's Road, Market Harborough, LE16 7DS

E-mail: info@firstfamilylaw.co.uk

**The type of personal information we collect**

We currently collect and process the following information:

* Your name, email address and telephone number
* Information relating to your case, which may include your address, living situation and employment details
* In some instances, and only if relevant to your case: financial information and information relating to property
* In some instances, and only if relevant to your case: information relating to police and local authority disclosures

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you in order to assist you with your case. If you contact us via the form on the website [www.firstfamilylaw.co.uk](http://www.firstfamilylaw.co.uk) or [www.namf.co.uk](http://www.namf.co.uk) we will use this information to determine whether, and how, we can provide you with services.

When we agree to provide services to you, we use the information that you have given us in order to give advice and guidance, assist in the writing of forms, statements, and other documents, and to provide you with hearing notes.

We may share this information with other members of the First Family Law team, for example to provide instruction to the person allocated to your case.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Neil Andrews via info@firstfamiltlaw.co.uk**

**(b) We have a contractual obligation – the processing is necessary in order for us to fulfill our contract with you.**

**How we store your personal information**

Your information is securely stored. All data stored electronically is on password-protected devices with ant-virus software installed where needed.

Paper notes (for example, from telephone consultations) are either transferred swiftly into electronic form and the paper copy destroyed via shredding; or kept securely locked away.

We keep information relating to your case until it is no longer required. We will then dispose of your information by permanently deleting all electronic forms of data.

**Other data processors**

We use **Stripe** to process your payments. You supply the payment information directly to Stripe and we do not save or store locally information such as credit/debit card number or your bank details. Please see here for their privacy notice: <https://stripe.com/gb/privacy>

Occasionally, payments are taken via bank transfer. We do not request your banking details as part of this process, but we will keep normal accounting records of payments received.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please note that in exercising some of the above rights, this may affect our ability to provide services to you, or effectively end our contractual obligations. If you are unsure, please get in touch.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details at the top of this notice if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us using the details at the top of this notice.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>