

We are TCH Law, a Scottish solicitor firm based in Hamilton, South Lanarkshire. We provide legal services to our clients in various areas of law. This privacy statement explains how we collect, use, and protect your personal data when you use our services or visit our website.

What personal data do we collect?

We may collect and process the following types of personal data from you:

- **Contact details**, such as your name, address, email, phone number, and other information you provide when you contact us or fill in our forms.
- **Identity details**, such as your date of birth, nationality, passport number, driving licence number, and other information you provide to verify your identity or comply with legal obligations.
- **Financial details**, such as your bank account number, payment card details, income, tax status, and other information you provide to facilitate payment or billing for our services.
- **Case details**, such as the nature and details of your legal matter, the documents and evidence you provide or we obtain on your behalf, the advice and representation we provide to you, and the correspondence and communication we have with you or third parties involved in your case.
- **Website details**, such as your IP address, browser type, device type, operating system, and other information we collect through cookies and similar technologies when you visit our website.

How do we use your personal data?

We may use your personal data for the following purposes:

- To provide you with legal services that you request or contract with us.
- To communicate with you about your case or our services.
- To comply with our legal and regulatory obligations as a solicitor firm.
- To manage our business operations and administration.
- To improve our website and services.
- To market our services to you or send you newsletters or updates that you subscribe to.

What is our legal basis for using your personal data?

We will only use your personal data when we have a valid legal basis to do so. Depending on the purpose of using your personal data, our legal basis may be one or more of the following:

- Your consent, by providing information. If at any time any party wishes to withdraw consent, and email should be sent to GDPR@tchlaw.co.uk with the subject "Remove" and the name of the person who's data is to be removed. Please note that in certain circumstances we will not be able to remove data if it's needed for an ongoing matter, or we must otherwise retain the data due to professional or legal requirements.
- The performance of a contract or the taking of steps to enter into a contract with you.
- Our legitimate interests or those of a third party, such as providing quality legal services, managing our business operations, improving our website and services, or marketing our services to you.
- The compliance with a legal or regulatory obligation that we are subject to.

Who do we share your personal data with?

We may share your personal data with the following categories of recipients:

- Third parties involved in your case, such as courts, tribunals, arbitrators, mediators, witnesses, experts, opponents, insurers, regulators, or other solicitors.
- Service providers who assist us with our business operations, such as IT providers, cloud providers, software providers, payment providers, accountants, auditors, insurers, or consultants.
- Professional bodies who regulate us as a solicitor firm, such as the Law Society of Scotland or the Scottish Legal Complaints Commission.

- Law enforcement authorities or other government agencies who request or require us to disclose your personal data for legal purposes.

How do we protect your personal data?

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, use, disclosure, alteration, or destruction. These measures include:

- Using secure servers and encryption technologies to store and transfer your personal data.
- Implementing access controls and policies to limit who can access your personal data within our firm.
- Providing regular training and guidance to our staff on data protection and confidentiality.
- Reviewing and updating our security measures and procedures on a regular basis.

How long do we keep your personal data?

We will only keep your personal data for as long as necessary for the purposes for which we collected it or as required by law. The retention period of your personal data may vary depending on the nature and details of your case or the type of service we provide to you.

How do we update this privacy statement?

We may update this privacy statement from time to time to reflect changes in our practices, services, or legal obligations. We will notify you of any material changes by posting the updated version on our website or by contacting you directly. We encourage you to review this privacy statement regularly to stay informed about how we use your personal data. This privacy statement was last updated on 19 October 2023.