

Dunne and Co Solicitors

General Data Protection Regulation

Our Privacy Policy

This policy describes the categories of personal data we process and for what purposes. We are committed to collecting and using data fairly and in accordance with the requirements of the General Data Protection Regulations (GDPR).

Who we are

We are Dunne and Gray Solicitors who also trade using the brand The Bike Solicitors. This privacy policy explains your privacy rights and how we gather, use and share information about you. If you want to get in touch, our Data Protection Officer (DPO) can be reached by email at:

DPO@dunnelaw.co.uk

Or by post at:

Data Protection Officer, Dunne and Gray Solicitors, Bowdon House, 2 Scott Drive, Altrincham, Cheshire, WA15 8AB

We are what is known as the 'controller' of the personal information we gather and use.

Your privacy rights

You have the right to object to how we use your personal information. You also have the right to see what personal information we hold about you. In addition, you can ask us to correct inaccuracies, delete or restrict personal information or to ask for some of your personal information to be provided to someone else. You have the right to complain to us and to the data protection regulator. Please see below for contact details:

www.dunnelaw.co.uk

You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, at <https://ico.org.uk>. To make enquiries for further information about exercising any of your rights in this Privacy Notice please contact our DPO by email at DPO@dunnelaw.co.uk or by post at Data Protection Officer, Dunne and Co Solicitors, Bowdon House, 2 Scott Drive, Altrincham, Cheshire, WA15 8AB.

What kind of personal information we use

We use a variety of personal information in order to deliver a service to you. For all services we need to use your name, address, date of birth, contact details and additional information required to check your identity. In addition, we may need to contact other agencies such as the DVLA and MIB to verify details of vehicle ownership and insurance. Where an injury has occurred, it may prove necessary to obtain and store medical records from GPs, hospitals or other medical providers.

How we gather your personal information

We obtain information in the following ways:

- Directly from you, for example when you fill out our online forms / customer questionnaires, over the phone and via email.
- Other agencies including DVLA, MIB, Medical Providers
- We also may obtain some personal information from monitoring or recording calls and when we use CCTV. We will record or monitor phone calls with you for regulatory purposes, for training and to ensure and improve quality of service delivery, to ensure safety of our staff and customers, and to resolve queries or issues. We also use CCTV on our premises to ensure the safety and security of our staff and customers.

How we use your data

The data we obtain is used to allow us to represent you in a legal capacity in order to settle your claim. We may need to share certain information with other GDPR compliant organisation such as defendant insurance companies, defendant solicitors, medical and other experts and other bodies involved in dealing with you accident such as barristers and the Courts.

Our legal basis for using your personal information

We only use your personal information where that is permitted by the laws that protect your privacy rights. We only use personal information where:

- we have your consent (if consent is needed);
- we need to use the information to comply with our legal obligations;
- we need to use the information to perform a contract with you;

Where we have your consent, you have the right to withdraw it.

Sharing and transferring personal information

We share personal information with third parties such as medical agencies and other legal firms where it is required to provide the best service. All personal data is kept within the EU and we have adequate agreements in place with all third parties to ensure GDPR compliance.

Keeping your personal information

How long we keep your personal information for depends on the services we deliver to you. We will never retain your personal information for any longer than is necessary for the purposes we need to use it for. We keep personal information we use for seven years after closure of your case. In some circumstances, we will hold personal information for longer where necessary for active or potential legal proceedings or where a client is a minor when we represent them.

Your online activities

We use cookies to track your use of our websites www.dunnelaw.co.uk, www.thebikesolicitors.co.uk, takemyclaim.co.uk and workplace-injuries.co.uk. We may use cookies to provide tailored marketing messages when you are logged into our website, if you have given us consent.

More about cookies:

A cookie is a small file which is sent to your browser and stored on your computer's hard disc and helps us understand and track your use of our websites and where we can improve the information and services provided. We use cookies solely to gather information on IP addresses, to analyse trends, administer the website, track your movements on the website and gather broad demographic information for aggregate use. For information about blocking the use of cookies, please refer to the instructions/help screen on your internet browser. Please note that you may not be able to use or access certain parts of the website or online services if you block the use of all cookies