

Bull & Co.

SOLICITORS

PRIVACY POLICY

Last Updated: 14 April 2025

This Privacy Policy explains how Bull & Co Solicitors LLP (referred to as "we", "us", or "our") collects, uses, and shares your personal data when you use our website www.bull-co.co.uk (the "Website") or when you engage our legal services.

1. Who We Are

Bull & Co Solicitors LLP is a law firm based in England with our registered address at:

Suite 09 Basepoint Business Centre Caxton Close Andover Hampshire SP10 3FG

We are a data controller for the personal data we process in connection with our Website and the provision of our legal services.

2. What Personal Data We Collect

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

- **Contact Information:** Name, address, email address, telephone number.
- **Enquiry Data:** Information you provide when you contact us through our Website's contact forms, email, or by telephone, including details of your enquiry.
- **Client Data:** If you become a client, we will collect information necessary to provide our legal services, which may include:
 - Information relating to your property (e.g., address, ownership details).
 - Information relating to your will (e.g., assets, beneficiaries).
 - Information relating to probate matters (e.g., deceased's details, assets, beneficiaries).
 - Financial information (e.g., bank details for payments).
 - Identification documents (e.g., passport, driving licence).
 - Other information relevant to your legal matter.
- **Website Usage Data:** Information about how you use our Website, including your IP address, browser type, operating system, referring website, pages visited, and the dates and times of your visits. We may use cookies and similar technologies to collect this information (please see Section 10 below).
- **Marketing Data:** If you consent to receive marketing communications from us, we may collect your name and email address for this purpose.
- **Recruitment Data:** If you apply for a job with us, we will collect the information you provide in your application (e.g., CV, cover letter).

3. How We Collect Your Personal Data

We collect your personal data in the following ways:

- **Directly from you:** When you fill out forms on our Website, contact us by phone or email, or provide information to us during the course of our legal services.
- **Automatically:** Through your use of our Website (e.g., via cookies).
- **From third parties:** In some cases, we may receive personal data from third parties, such as:
 - Estate agents or other parties involved in your property transaction.
 - Executors or administrators in probate matters.
 - Referral sources.
 - Publicly available sources (where permitted by law).

4. How We Use Your Personal Data

We may use your personal data for the following purposes:

- **To respond to your enquiries:** To process your requests and provide you with information about our services.
- **To provide our legal services:** To carry out our obligations under our client agreements, including:
 - Advising you on residential property matters.
 - Drafting wills and other related documents.
 - Administering estates in probate matters.
 - Communicating with you and third parties involved in your case.
- **For client management:** To manage our client relationships, including billing and record-keeping.
- **To improve our Website:** To analyse how our Website is used and to make improvements to its functionality and content.
- **For marketing purposes:** To send you information about our services and legal updates that may be of interest to you (only if you have given your consent). You can opt-out of receiving marketing communications at any time.
- **For legal and regulatory compliance:** To comply with our legal and regulatory obligations, including anti-money laundering checks and professional conduct rules.
- **For recruitment purposes:** To process and assess job applications.

5. Legal Basis for Processing Your Personal Data

We will only process your personal data when we have a lawful basis for doing so. These bases may include:

- **Your consent:** Where you have given us explicit consent to process your personal data for a specific purpose (e.g., for marketing). You have the right to withdraw your consent at any time.
- **Performance of a contract:** Where processing is necessary for the performance of a contract with you (e.g., to provide our legal services).

- **Legal obligation:** Where processing is necessary for us to comply with a legal obligation (e.g., anti-money laundering regulations).
- **Legitimate interests:** Where processing is necessary for our legitimate interests or the legitimate interests of a third party, provided that your interests and fundamental rights do not override those interests. Our legitimate interests include:
 - Providing and improving our services.
 - Managing our business operations.
 - Communicating with potential and existing clients.
 - Ensuring the security of our Website and systems.

6. Sharing Your Personal Data

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

- **Third parties involved in your legal matter:** Such as estate agents, other solicitors, courts, and government agencies, where necessary to provide our services.
- **Service providers:** Third-party service providers who provide services to us, such as IT support, website hosting and email providers. Our current providers are Microsoft, Basepoint, LEAP and Xero. We have contracts in place with these providers to ensure the security and confidentiality of your data.
- **Regulatory bodies:** Such as the Solicitors Regulation Authority (SRA) or other legal or regulatory bodies, where we are required to do so by law.
- **Insurers:** Our professional indemnity insurers.

We will only share your personal data with third parties where it is necessary for the purposes set out in this Privacy Policy and where we have a legal basis for doing so.

7. Data Security

We have implemented appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, misuse, or alteration. These measures include:

- Secure storage of electronic and physical records.
- Encryption of sensitive data.
- Access controls to limit who can access your personal data.
- Regular security assessments and updates.
- Staff training on data protection and security.

8. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. The retention periods will vary depending on the type of data and the purpose for which it is processed. For example, we are legally required to retain client information for a period of 12 years after the conclusion of a matter.

9. Your Rights

Under the UK GDPR, you have certain rights regarding your personal data, including the right to:

- **Access your personal data:** You can request a copy of the personal data we hold about you. We may make a reasonable administrative charge for providing the information.
- **Rectify your personal data:** You can ask us to correct any inaccurate or incomplete personal data we hold about you.
- **Erase your personal data:** You can ask us to delete your personal data in certain circumstances.
- **Restrict the processing of your personal data:** You can ask us to limit how we use your personal data in certain circumstances.
- **Data portability:** You can ask us to provide your personal data in a structured, commonly used, and machine-readable format and to transmit it to another controller.
- **Object to the processing of your personal data:** You can object to the processing of your personal data in certain circumstances, including for direct marketing purposes.
- **Withdraw your consent:** If we are processing your personal data based on your consent, you have the right to withdraw that consent at any time.
- **Lodge a complaint with the Information Commissioner's Office (ICO):** If you have concerns about how we are processing your personal data, you have the right to complain to the ICO, the UK supervisory authority for data protection issues. Their contact details are available on their website (www.ico.org.uk).

To exercise any of your rights, please contact us using the contact details provided in Section 11 below. We may need to verify your identity before responding to your request.

10. Cookies and Similar Technologies

Like many other websites the Bull &Co Solicitors LLP website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser and the website cookie preferences however turning off cookies may result in a loss of functionality when using our website.

11. Contact Us

If you have any questions about this Privacy Policy or our data protection practices, please contact us at:

info@bull-co.co.uk 01264 352495 Bull & Co Solicitors LLP Suite 09 Basepoint Business Centre Caxton Close Andover Hampshire SP10 3FG

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post any changes on our Website and update the "Last Updated" date at the top of this policy. We encourage you to review this Privacy Policy periodically.