



## Privacy Notice

### Background

SSB Group (incorporating SSB Law, SSB Compliance and SSB Funding) understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our Clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

#### 1. Information About Us

SSB Group Ltd is a limited liability company registered in England and Wales with under registration number 11620680.

Registered address: Navigation House, 1 South Quay Drive, Sheffield, South Yorkshire, S1 5SU

VAT number: 905 0204 76

Data Protection Officer: Steve Westwood

Email address: [info@ssblaw.co.uk](mailto:info@ssblaw.co.uk)

Postal address: Navigation House, 1 South Quay Drive, Sheffield, South Yorkshire, S1 5SU

We are regulated by The Solicitors Regulatory Authority

#### 2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

#### 3. What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

#### 4. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you

how to do this.

- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. We do not use your data for the purposes of automated decision making or profiling.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 11.

## 5. What Personal Data Do You Collect and How?

The personal information we process is provided to us in relation to the provision of and administration of legal advice or a legal claim.

We may collect and hold some or all of the personal and non-personal data set out in the table below.

<b>Data Collected</b>
Personal information including your full name and date of birth.
Contact information including your address, email address and telephone number.
Details in respect of your claim such as accident date, injury, insurance details,
Business and/or employment information including business name, job title, profession.
Special Category Data which is data that is sensitive in nature and requires more protection such as details in respect of your health, injuries sustained or criminal convictions.
Data from third parties including such as GP Records, Hospital Records, Medical Reports

We may collect this information in a variety of ways including:

- by yourself either over the telephone, post or email
- from a representative acting on your behalf for whom you have provided authority to correspond with us
- from a representative, claimant or third parties who refers to you in documentation relating to a claim in law
- through suppliers including introducers or referrers
- by contacting third parties in connection with the services we provide to you such as medical experts or other experts in general deemed necessary to support your claim
- from public authorities, regulators or law enforcement bodies

## 6. **How Do You Use My Personal Data?**

Under the Data Protection Legislation, we must always have a lawful basis for using personal data.

We will only use your personal data in the following circumstances

- Where it is necessary to perform the obligations under the contract we have entered into with you or are about to enter into with you and therefore the personal data is required to perform the contract;
- Where we need to comply with a legal and/or regulatory obligation and therefore the personal data is required to comply with statutory and/or regulatory obligations; or
- Where it is necessary for our legitimate interests, those of a third party and your interests and fundamental rights do not override those interests.

Generally consent is not relied on as a legal basis for processing other than in relation to sending third party direct marketing material to you for which you have a right to withdraw consent at any time.

We will use your data to

1. assess whether we are able to act for you for performance of our pre-contract agreement with you and compliance with our legal and regulatory obligations
2. provide legal services, advice and support to you in respect of your claim for the purposes of our contract with you and compliance with our legal and regulatory obligations
3. manage those services we provide to you including engaging the services of a third party where your instructions permit us to do so for the purposes of our contract with you and compliance with our legal and regulatory obligations
4. contact and communicate with you for the purposes of our contract with you, compliance and with our legal and regulatory obligations and our own legitimate interests or those of a third party to ensure we are delivering effective service to you
5. measure and gain feedback on customer journey for the purposes of our contract with you, compliance with our legal and regulatory obligations and our legitimate interests or those of a third party
6. investigate any concerns you have about our services for the purposes of our contract with you and compliance with our legal and regulatory obligations
7. enable us to meet our legal and regulatory obligations for the purposes of compliance with our legal and regulatory obligations
8. ensure the billing of services and obtain payment for the purposes of our contract with you, compliance with our legal and regulatory obligations and our legitimate interests or those of a third party

9. quality and audit checks for the purposes of our contract with you and compliance with our legal and regulatory obligations

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or text messages and/or post with information, news, and offers on our products and/or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out. We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes and you will be able to opt-out at any time.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 11.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

#### **7. How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reasons for which it was first collected. Your personal data will typically be kept for a period of six years after the end of the contract in order to meet our legal and/or regulatory requirements to ensure our records are adequate to protect our Clients and their claim data. In the event a Client is under the age of 18 years of age personal data will be retained for 6 years from the date of the child's 18<sup>th</sup> birthday for the purposes of pursuing and/or defending a legal claim.

#### **8. How and Where Do You Store or Transfer My Personal Data?**

We will only store your personal data or store some of your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

We will use specific approved contracts which ensure the same levels of personal data protection that apply under the Data Protection Legislation. For further information, please refer to the Information Commissioners Office.

Please contact us using the details below in Part 11 for further information about the particular data protection safeguards used by us when transferring your personal data to a third country.

The security of your personal data is essential to us and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so

#### **9. Do You Share My Personal Data?**

We will not share any of your personal data with any third parties for any purposes,

subject to the following exceptions.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

We may sometimes contract with the following third parties to supply products and/or services.

<b>Recipient</b>	<b>Activity Carried Out</b>
Litigation Friend(s) and/or representatives	When you have provided your authority to liaise with them to support you with your claim
Your Insurance Company	To obtain details in respect of any claims notified relevant to your claim with ourselves
Third party Insurance Companies or their representatives	To obtain any details they may hold relevant to your claim with ourselves
Driver and Vehicle Licensing Agency, the Motor Insurance Database and the Motor Insurance Bureau Services	To verify driver and insurance details relevant to your claim
The Department of Work and Pensions	To obtain details from the Compensation Recovery Unit in respect of Social Security Benefits which may become repayable in a compensation claim
Law enforcement agencies	To obtain any details relevant to your claim with ourselves
Vehicle Hire Companies	To obtain any details relevant to your claim with ourselves
Vehicle Repair Companies	To obtain any details relevant to your claim with ourselves and any remedial work
Your Employers	To obtain any details relevant to your claim with ourselves
General Practitioners and Hospitals	Investigation of your medical history
Medical Agencies	To arrange appointments
Medical Experts	To conduct examinations and provide Medical Reports
Rehabilitation Providers	To assess you, provide treatment and any reports relevant to your claim
Specialists including surveyors, engineers and other experts	To obtain information relevant to your claim with ourselves
Property Repair Companies	To obtain any details relevant to your claim with ourselves and any remedial work
Defendants and their representatives	Regarding details of your claim
Counsel/Barristers	To support with your claim
The Court Service	To support with your claim

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the UK, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 8.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

#### **10. How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

#### **11. How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details at the outset of this Policy.

You have a right to make a complaint at any time to the Information Commissioners Office (ICO) who are the United Kingdom's supervisory authority for data protection concerns although we would of course appreciate the opportunity to deal with any concerns you may have in the first instance. The Information Commissioners Office can be contacted on 0303 123 1113 or via their live chat service on their website [www.ico.org.uk](http://www.ico.org.uk)

#### **12. Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website. This Privacy Notice was last updated on 5<sup>th</sup> February 2021.