

Privacy notice - Website

1. Information you provide to us

Your privacy is important to us. By providing personal information such as your name and e-mail address via the forms on this website, you agree to us contacting you with regard to the information you request. This applies to information we collect about:

- visitors to our websites;
- people who use our services, e.g. who subscribe to our newsletter or request further information from us; and
- job applicants and our current and former employees.

Some forms on our website also include a check box asking you for permission for us to add you to our mailing list. This is an opt-in mailing list and your personal information will be used solely by us. **Under no circumstances will your personal information be sold or used by any other organisation.**

From time to time, we may include links in our e-mails to other websites which we think may be of interest to you. Each email communication you receive from us will have the option to remove your e-mail address from our list so you can easily opt-out at any time.

2. Information we monitor about visitors to our website

When visiting our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. Google analytics provides us with information on visitor behaviour and browsing patterns. This information does not identify anyone.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

3. How Is Your Personal Data Collected?

We collect data from you through direct interactions. You may give us your contact details when you request a service or ask us questions by filling in forms on our website or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our products or services;
- create an account on our website;
- subscribe to our service or publications;
- request marketing to be sent to you;
- make an enquiry about our services;
- enter a competition, promotion or survey; or
- give us some feedback.

4. Cookies

During the course of any visit to our website, the pages you see, along with a short text file called a 'cookie', are downloaded to your computer. Many websites do this because cookies facilitate useful features such as the ability to identify whether a user has successfully logged into the website, or to find out whether the computer (and probably its user) has visited the website before.

You can set your browser to reject all cookies however, this may render some areas of our website not to function properly.

5. E-newsletters and E-communications

We use a third-party provider, Mailchimp, to deliver our regular e-communications. We gather statistics around email opening and 'clicks' using industry standard technologies to help us monitor and improve our e-newsletter. Go to <https://mailchimp.com/legal/privacy/> to see Mailchimp's privacy policy.

Through all our electronic communications, we provide you with the opportunity to opt-out from receiving marketing emails from us at any time. We will do this immediately upon receipt of the notification in line with The Privacy and Electronic Communications (EC Directive) Regulations 2003.

6. Website hosting and content management

We use a third-party service provider, Cursor Ltd, to host our website and content management system and provide web security and web performance improvements. Cursor will not collect or use your information and have been vetted to ensure their privacy policies are adequate in line with General Data Protection Regulation (GDPR).

7. People who contact us via social media

We use a third-party provider, Hootsuite, to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by Hootsuite for three months. It will not be shared with any other organisations.

You can read Hootsuite's privacy policy here: <https://hootsuite.com/legal/privacy>

8. Helpline and monitored phone numbers

Wilkin Chapman LLP use a small number of monitored phone numbers in some of its print advertising. This service is provided by Smart Numbers (www.smart-numbers.net) and allows us to analyse the effectiveness of offline advertising and monitor the number of calls received.

9. People who email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance. Email monitoring or blocking software may also be used.

10. Your rights

Under the GDPR, you have rights as an individual which you can exercise in relation to the information we hold about you. You can read more about these rights on the ICO website: <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

11. Complaints or queries

Wilkin Chapman tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive details of all aspects of Wilkin Chapman's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us by emailing: compliance@wilkinchapman.co.uk

12. Access to personal information

Wilkin Chapman LLP tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request'. If we do hold information about you we will, where proportionate to do so:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To request details of any personal information that Wilkin Chapman may hold, or to correct any of your personal data, you should contact us in writing addressing it to our Compliance Officer at the address provided below, or by emailing compliance@wilkinchapman.co.uk

13. Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However, when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

Please contact us if you would like further information relating to the following:

- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and how we check that the information we hold is accurate and up to date.

14. How long will we use your personal data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collect it for, including for the purpose of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity, the potential risk of harm from unauthorised use or disclosure of your personal data, the purpose for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy, which can be provided on request.

15. Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on other websites you visit.

16. Changes to this privacy notice

This privacy notice was last updated on 15 May 2018 and is kept under regular review.

17. How to contact us

If you want to request information about our privacy policy you can [email us](mailto:compliance@wilkinchapman.co.uk):

compliance@wilkinchapman.co.uk

or write to:

Wilkin Chapman LLP
Compliance Department
Cartergate House
26 Chantry Lane
Grimsby
N E Lincolnshire
DN31 2LJ