

Client Data Protection Notice

Effective 22nd January 2020

This notice explains how & why we collect personal information about you, how we use it and how you can communicate with us about it.

Our aim is to keep this notice as simple as possible but if you are unaware of any of the terms or want more detail on any of the information here, please see our website at www.tormeys.ie/dataprotection. You can also ask for more details at our office or contact our Data Protection Officer.



1. Who we are

We are Tormeys Solicitors ("Tormeys"), based in Athlone, Co. Westmeath. You can contact us by:

	Tormeys Solicitors, Castle Street, Athlone, Co. Westmeath, N37 D960
	090 6493456
	info@tormeys.ie

We share your information within Tormeys to help us provide our services and to comply with regulatory and legal requirements.



2. Our Data Protection Officer

Our Data Protection Officer oversees how we collect, use, share and protect your information to ensure your rights are fulfilled. You can contact our Data Protection Officer by:

	Tormeys DPO, Mode 1 Data Consulting, 35 Oldwood, Naas, Co. Kildare, W91 A97F
	Tormeys Solicitors, Castle Street, Athlone, Co. Westmeath, N37 D960.
	dpo@tormeys.ie



3. How & why we collect information about you

We collect personal information from you, for example when you engage or seek to engage our services or look for advice.

We use cookie technology on our website for analytics. These cookies cannot identify you personally.

Depending on the specifics of an individual case, it might be necessary to process sensitive or "special" information relating to you. We treat this information with the extra care it deserves.



4. How we keep your information safe

We keep our computers, files and buildings secure and use up-to-date IT security measures and methods to protect your information.

In order to help keep your information safe, we will request you to identify yourself when you contact us to ask about your information.



5. How long we retain your information for

To meet our legal and regulatory obligations, we hold your information while you are a client and for a period of time after that. We do not hold it for longer than necessary. Based on guidance from The Law Society of Ireland, once a case is closed we hold on to your personal information for 7 years, for litigation cases and 13 years for all other case types. However, we never destroy wills or title documents.

Enquires & contact details received via email, social media or post which do not lead to us acting on your behalf will be retained by us for a period of 3 years.



6. Our Legal Bases for Processing

To use your information lawfully, we rely on one or more of the following legal bases:

- performance of a contract;
- legal obligation;
- protecting the vital interests of you or others;
- public interest;
- your consent.

In most cases we will need to process your personal data so we can enter into our contract of engagement with you. To meet our regulatory and legal obligations, we collect your personal information, verify it, keep it up to date, and delete it once we no longer have to keep it.



7. How we use your information

To provide our services under the terms and conditions we agree between us, we need to collect and use personal information about you. If you do not provide this personal information, we may not be able to provide you with our services.

We use information about you to:

- provide our services;
- for administrative purposes;
- identify ways we can improve our services;
- maintain and monitor our services to you;
- protect your interests;
- protect our interests; and
- meet our legal and regulatory obligations;



8. Consent

Sometimes we need your consent to use your personal information. Before giving your consent, we will tell you what information we collect, and what we use it for.

You can remove your consent at any time by contacting us.



9. Your information and third parties

Sometimes we share your information with third parties. These third parties prepare reports on our behalf for the running or settlement of a case (for example). Disclosure of your personal information to these third parties is necessary for the running of your case

The categories of third parties we may disclose your information to are:

• Counsel / Barristers	• Auctioneers
• Other Solicitors	• Banks & Credit Unions
• Private Investigators	• The Post Office
• Town Agents	• Insurance brokers
• Accountants	• Mortgage brokers
• Court Offices	• Expert witnesses
• Public Bodies / State Organisations	• Consultants
• Probate Office	• Doctors
• Engineers	

We expect these third parties to have the same levels of information protection that we have.

We may also have to share information with third parties to meet any applicable law, regulation or lawful request. When we believe we have been given false or misleading information, or we suspect criminal activity we must record this and inform law enforcement agencies.



10. International transfers of data

All personal information we process is processed & stored in the Republic of Ireland only.



11. Your personal information rights

As our client, you have a range of Data Protection rights which are described below. You can exercise your rights by contacting us at 090 6493456, calling into our office, sending us a written request, by visiting our website at www.tormeys.ie/dataprotection or contacting our Data Protection Officer.

For personal data that we have about you:

- You can ask us for a copy of the personal information we hold. You can ask us about how we collect, share and use your personal information. This is known as an access request.
- You can update and correct your personal details.
- You have the right to restrict or object to us using your personal information when certain conditions apply. For example, if we process your information based on "Legitimate Interest"
- You can ask us to delete your personal information **if** it is no longer required by us under regulations, legislation, or if your consent was our only basis for processing.
- Where possible we can share a digital copy of your information directly with you or another organisation. This is known as a data portability request. **Please note that right to data portability does not apply to paper-based records.**

When you contact us to ask about your information, we may ask you to identify yourself. This is to help protect your information.

In general, you are entitled to exercise the rights above free of charge. In certain cases, such as frequent or excessive requests we may charge a fee. If you'd like to learn more about your data protection rights, please visit www.tormeys.ie/dataprotection



12. Making a complaint

If you have a complaint about the use of your personal information, please let a member of staff know. This will give us the opportunity to put things right as quickly as possible.

If you wish to make a complaint you may do so in person, by telephone, in writing or by email.

We ask that you supply as much information as possible to help our staff resolve your complaint quickly

You also have the right to lodge a complaint with the Data Protection Commission in Ireland at www.dataprotection.ie.



13. Updates to this notice

From time to time we may need to make changes to this notice, such as when we change our technology or change how we use your information.

You can always find an up-to-date version of this notice on our website at www.tormeys.ie/dataprotection. You will also find a copy on display at our office.