

Privacy Policy: Treanors Solicitor Limited

What personal data we collect and why we collect it

When visitors complete an enquiry form on our website we collect the data shown in the form, and also the visitor's IP address and browser user agent string to help spam detection.

This Policy explains how we use this information and what we do to safeguard any information you give us. If, after reading our Privacy Information below, you have any questions, just send an email to Head of Risk and Compliance at Stephen@treanors.com and we'll get back to you.

We do not collect and keep personal information about people who visit our website without making any further inquiry.

If a contact form is completed we keep a record of the details you provide on the form (usually your name, contact details and brief details about the inquiry) if you ask for advice by telephone, email or letter. If you decide not to proceed with a claim the information is not retained by us. Any information you provide in this way is confidential and cannot be disclosed to any third parties because of legal professional privilege. We do not use the information for marketing purposes.

Cookies

Cookies are small data files that are stored on the hard drive of your computer, laptop, tablet or mobile phone when you visit our website. They do not store any personal data about you or which could be used to identify you. Once you choose to provide a website with personal information, this information may be linked to the data stored in the cookie. A cookie is like an identification card. It is unique to your computer and can only be read by the server that gave it to you.

If you want to control which cookies you accept. You can configure your browser to accept all cookies or to alert you every time a cookie is offered by a website's server. Most browsers automatically accept cookies. You can set your browser option so that you will not receive cookies and you can also delete existing cookies from your browser. You may find that some parts of the site will not function properly if you have refused cookies.

How we use cookies

We use cookies to help us understand how you interact with our website. By analysing this cookie data, we can work out how to improve the design of our website.

We use a third party analytics tool called Google Analytics to collect and report on the data from these cookies. Google Analytics allows us to see how our visitors are interacting with our website. We are able to assess the number of visitors coming to our website, how they arrived at our website, what pages they navigated to and how long they spent on the various pages. No other information about you is collected or stored. For further information click on 'read more' on the cookie notice on our website or visit the [Google Privacy Policy](#).

Privacy Information

Treanors Solicitors Limited a data controller. Contact details are:

- 25 John Street, Sunderland, Tyne & Wear SR1 1JG.
- Telephone: 0191 5657395.
- Email: enquiries@treanors.com

We collect, use and keep personal data about individuals for the purposes of the firm's operations and our legal obligations to clients, staff and contractors.

As a firm of solicitors we have to comply with court rules and the rules of professional conduct.

Those rules include client confidentiality. We take great care to protect personal data and to respect the need for individual privacy.

Compliance with the data protection law is overseen by the UK data protection regulator which is the Information Commissioner's Office (ICO). The firm is accountable to the ICO for its data protection compliance.

Stephen Treanor is a director of our firm. He is our Head of Risk & Compliance and Data Protection Officer. He can be contacted at our firm's office at 25 John Street, Sunderland, Tyne & Wear SR1 1JG or by email to Stephen@treanors.com.

Individuals have the following rights subject to some legal exceptions:

- To information about the data kept and to have a copy of the data;
- To request that we amend any inaccurate personal data;
- To request that we erase any personal data;
- To place restrictions on the way we use their personal data;
- To object to the processing of their personal data.

S Treanor
01/06/2018