

## **Privacy Policy**

This Privacy Policy sets out the data processing practices carried out through the use of the Internet and any other electronic communications networks by Crystal Clear Law Ltd. (Crystal). If you have any requests concerning your personal information or any queries regarding these practices, please contact us at [admin@crystalclearlaw.co.uk](mailto:admin@crystalclearlaw.co.uk). Please note that all data thus captured will be used and held in accordance with the requirements of the Data Protection Act 2018 and the EU General Data Protection Regulation 2016.

### **Information collected**

We collect information from visitors using online forms that can be found on various pages of our digital properties

We collect your details when you contact us with an enquiry

In addition to the above, we collect information automatically about your visit to our digital properties. Please see our Cookies Policy for more details

### **Use of personal information**

We process personal information collected for the purposes of:

- Dealing with your enquiries and requests
- Providing and personalising our services

Providing information to you about products and services when appropriate, where you have given us permission, or we believe there is a legitimate interest to do so

We process anonymised data to better understand our current and future offerings and to enable us to improve our service.

### **General Data Protection Rights**

When you supply personal information to Crystal we have a legal obligation to you in how we protect and use that information. We must, for example, tell you when we are collecting such data and why, and if we intend to pass this information on to a third party. You must give us your permission if you wish us to pass your details on to a third-party partner.

We will not retain data longer than is necessary to fulfil the purposes for which it was collected or as required by applicable laws or regulations. When an account is closed, all personally identifiable data collected will be deleted, as required by applicable law.

### **Subject access requests**

You have the right to see what personal identifiable data we hold about you. To obtain a copy of the personal information we hold about you, please write to us at The Data Controller, Crystal Clear Law Ltd, Gawsworth House, Westmere Drive, Crewe, CW1 6XB or email [datacontroller@crystallegal.com](mailto:datacontroller@crystallegal.com).

## **Right to erasure (“right to be forgotten”)**

You have the right for your personally identifiable data to be erased from our servers when requested for the following reasons:

- We are processing your personal data for marketing purposes only
- It is no longer necessary to keep your data for the services we have provided
- Your objections legitimately over-ride our reasons for keeping your data
- We have a legal obligation for doing so

### **We may not delete your personally identifiable data if:**

- We have a legal obligation to continue to keep your data
- We have a legitimate interest in continuing to keep your data as part of our service to you

These reasons are not exhaustive. Should we believe your request is not valid, we will contact you with our reasons as to why. You then have the right to contact the Information Commissioner’s Office to report your concern.

To request to have your personal identifiable data erased, please email [admin@crystalclearlaw.co.uk](mailto:admin@crystalclearlaw.co.uk), call 01270 444 100, or write to us at The Data Controller, Crystal Clear Law Ltd, Gawsorth House, Westmere Drive, Crewe, CW1 6XB.

There is no charge in having your personally identifiable data deleted from our servers and will be undertaken within 1 calendar month of the initial request we agree to do so.

## **Information Sharing and Disclosure**

Crystal will only send personally identifiable information about you to other organisations when we have your consent to provide the information or service you have requested, or if we are required to by law. Third parties include:

- Financial institutions with whom you have a complaint/enquiry
- Ombudsman Services as part of our service delivery to you
- Regulatory bodies under our legal requirement in law to provide such data
- Crystal Clear Law Ltd. if your re-dress claim requires litigation services
- Crystal Clear Financial Ltd. if your enquiry is protection and general insurance related
- 3rd party data providers for the purposes of locating or augmenting financial data

We keep your Personal Identifiable data securely via our own dedicated servers. We use a number of third-party suppliers (known as “data processors”) to administer your account. Your personal data is not shared with these vendors.

- Customer Relationship Management systems to administer your account
- Email Service providers & other communication platforms to contact you regarding your account
- Printing organisations to print the personalised information pack
- Courier partners to send you information packs
- Social media platforms for the basis of digital marketing and advertising



For our clients, a full list is available upon request. Please email [admin@crystalclearlaw.co.uk](mailto:admin@crystalclearlaw.co.uk) or call 01270 444 100

Crystal does not sell customer data to third-parties.

### **Marketing preferences and Data Capture Information**

Please note that your information may be used to send you details of products or services that we offer that we have identified as likely to be of interest to you.

If at any point you would like to update your communication preferences with us, please email [admin@crystalclearlaw.co.uk](mailto:admin@crystalclearlaw.co.uk) or use the preference links in our emails. Please note, changes may take up to 48 hours to filter across all our systems.

### **Use of cookies**

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser.

Crystal may conduct analysis of user traffic. These analyses will be performed using IP addresses and cookies which are required to ensure a secure server connection. Crystal does not use cookies to store any personal data or browsing habits.

Find out more about how we use cookies via our [Cookie Policy](#)

### **Other websites**

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

### **Amendments**

By using our sites, you agree to accept this privacy policy and are aware that our policy may change with time. Any changes to this policy will appear on this web page.

Last updated and reviewed in Nov 2020.