
Privacy Notice

April 2026

Privacy Notice

FREETHS LLP

Freeths LLP is a limited liability partnership registered in England and Wales with partnership number OC304688 and our registered office at 80 Mount Street, Nottingham NG1 6HH. We are regulated by the Solicitors Regulation Authority.

We are registered with the Information Commissioner's Office (ICO), the UK data-protection regulator. For the purposes of the UK General Data Protection Regulations and the Data Protection Act 2018 as amended by the Data (Use and Access) Act 2025 (together, the Data Protection Laws), we act as the 'data controller' in relation to any personal information we hold about you.

We are fully committed to protecting your personal information. We have appointed a member of this firm as our Data Protection Officer ('DPO') who is responsible for overseeing questions in relation to this Privacy Notice. If you have any questions about this Privacy Notice, including any requests to exercise your legal rights, contact us using the information set out in the 'How you can complain' section.

Balbinder Bisram, DPO

Email: privacy@freeths.co.uk

Phone: 0345 009 4028

We are certified under ISO 27001 (the internationally recognised data and information security standard) and accredited to the UK Government's Cyber Essentials security standards.

We will need to deal with ('process') your personal information so that we can provide legal services to you. This privacy notice tells you what we will do with that information, and your legal rights in relation to it under the Data Protection Laws which may apply.

Your personal information – and why we need it

We will need to collect some personal information about you to form a solicitor and client relationship and so we can create and maintain proper records and provide our services. This information will include your:

- full name;
- date of birth;
- address (business and personal);
- email address;
- financial details; and
- phone number.

We will also need to gather other details about you that are relevant to the work you want us to do.

You must tell us if any of your details change, so we can make sure the information we have about you is accurate and up to date.

We collect and use your personal information to provide services to you. If you do not provide personal information we ask for, it may delay or prevent us from providing those services.

Data-protection laws say that we have to have a legal basis for processing your information. In most cases, we will only process your personal information:

- so we can carry out our contract with you, or to take any steps you ask us to before entering into a contract with you;
- as necessary to keep to any legal or regulatory obligations we may have (for example, to check your identity, which we need to do under anti-money-laundering laws); or
- where necessary in the legitimate interests of this firm or someone else, as long as those interests take priority over your own rights in the circumstances.

We have produced a table setting out [what we use your personal data for and why](#) which you can find at www.freeths.co.uk.

If none of these reasons applies, we may have to ask for your specific permission. If you give your permission, you can withdraw it at any time.

Depending on the type of case or the advice you need, we might also need to collect or handle more sensitive or 'special category' information about you, on matters such as your:

- racial or ethnic origin;
- genetic information;
- political opinions;
- identifiable physical, physiological or behavioural characteristics (such as your facial image or fingerprints);
- religious or philosophical beliefs;
- health;
- trade union membership; and
- sex life or sexuality.

We will:

- only collect or handle this personal information if we need to so we can deal with your case properly;
- ask you for your specific written permission to process this type of information; and
- tell you why and how the information will be used.

If we collect personal information about you from a source other than you (unless you already have that information, the law says we can't, or it is confidential), we will tell you:

- what that information is; and
- where it has come from.

If the information is wrong or incomplete, you will be entitled to ask us to correct it (see 'What are your rights?' below).

If we are allowed by law, we may use your details to contact you with information about our services or legal developments we think may interest you. You can tell us at any time not to send you these messages.

Consent

If we have asked for your specific permission (consent) to have and use your personal information, you can withdraw that consent at any time by contacting the lawyer dealing with your case or by phoning us or emailing us.

- **Phone:** 0345 009 4028
- **Email:** postmaster@freeths.co.uk.

This will not affect any processing of your personal information which we have done before you withdraw your consent.

We will ask you some questions to check your identity, and to allow us to note in our records that you have withdrawn your consent.

If you want to withdraw your permission for receiving marketing communications, you can do that:

- using the 'unsubscribe facility' in the communication itself (emails);
- by emailing us on our web page at unsubscribe@freeths.co.uk or
- by contacting us using the above phone number or email address.

Children

If we are processing personal information for a child (under the age of 13 years), we will need the permission of the child's guardian. If the child is over 13 years, we will need the child's permission.

The lawyer dealing with your case will be able to discuss this with you in more detail if you want.

Sharing your personal information with others

We may have to pass on your personal information to other people or organisations to provide our legal services to you and to conduct our business. These include:

- barristers;
- other solicitors we instruct to carry out work on our behalf;
- in legal proceedings – the court and others required by law or by the rules or order of the court;
- medical practitioners and specialists;
- other experts and professionals; and
- other trusted suppliers (such as our IT service providers).

We may also process your personal data to comply with our regulatory requirements or in the course of dialogue with our regulators as applicable, which may include disclosing your personal data to government, regulatory or law enforcement agencies in connection with enquiries, proceedings or investigations by such parties anywhere in the world or where compelled to do so. Where permitted, or unless to do so would prejudice the prevention or detection of a crime, we will direct any such request to you or notify you before responding.

Whenever possible, we will only share your personal information with them on a confidential basis. If we do share information, we will keep to our ISO 27001 data-security standards.

Your personal information stored on our information systems may be seen by external providers of technical services, if they need access to those systems to fix a technical problem or support our business.

All our service providers must keep to confidentiality obligations agreed with them.

The lawyer dealing with your case will be able to tell you when and with whom we will share your information.

If you are a business or corporate entity, clause 17.4 of our Terms of Business states that we can share your business or corporate name with other members of the Baker Tilly International global network of independent accounting and business advisory firms ('the Network') that we are a member of.

We will never sell your personal information for marketing purposes.

Transferring your information to another country

If the work we are doing for you means we need to transfer your personal information to another country, we will discuss this with you beforehand.

We may sometimes have to give our technical service providers access to our information systems and the information stored on them, which may include your personal information. Depending on the circumstances, the people who get access to that information might be outside the UK and the European Economic Area. However, any access they have will be controlled by a contract which keeps to UK data-protection laws.

How long do we keep your information?

We will usually have to keep personal information even after we have completed the work you ask us to do. We will need to keep your personal information for different time periods, in line with policies in force at the time, to protect our legal interests and to meet our legal and regulatory obligations. How long we keep your personal information for will depend on the nature of your case, the type of services we provide and the purpose (or purposes) for which we collected the information. We usually keep information for at least six years after we have completed the work you asked us to do. You can ask the lawyer dealing with your case for more details about these specific periods.

What are your rights?

- Right of access – you have the right to ask for a copy of the personal information we hold about you.
- Right of rectification – you have the right to correct any information we hold about you that is not accurate or complete.
- Right to be forgotten – in certain circumstances, you can ask for personal information we hold about you to be erased from our records. (If we have another legal obligation to keep your information which would mean that we could not do this, we will explain that to you if you make such a request.)
- Right to restriction of processing – in certain circumstances, you might be able to restrict how we process your information.
- Right of portability – if we hold certain types of personal information about you, you may have the right to have it transferred to another organisation.
- Right to object – you have the right to object to certain types of processing, such as direct marketing.
- Right to object to important decisions being made about you, or anything about you being evaluated, by an automated process without any human involvement.

We will also send all of the above requests to anyone else we have shared your information with, and we will always try to respond to you within one month of receiving your request.

How you can complain

If you want to make a complaint about how we are processing your personal information, first contact us so that we can try and resolve your concerns. If you are not satisfied with how we have handled your complaint, you can raise the matter direct with our Information Commissioner.

Freeths LLP Data Protection Officer:

Balbinder Bislam
Freeths LLP
Cumberland Court
80 Mount Street
Nottingham
NG1 6 HH

Phone: 0345 009 4028

Email: privacy@freeths.co.uk

Information Commissioner's Office:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 0303 123 1113 or 01625 545 745

Website: ico.org.uk/concerns/handling/