

PRIVACY POLICY

GOLDBRIDGE LEGAL LTD T/A GOLDBRIDGE SOLICITORS



1. About Us

We are **Goldbridge Legal Limited** trading as **Goldbridge Solicitors** of 70 Bradshawgate, Bolton, BL1 1QQ a law firm authorised and regulated by the Solicitors Regulation Authority (SRA No: 8008331). ("we", "our", "us") is committed to protecting the privacy and security of your personal information. We are authorised and regulated by the Solicitors Regulation Authority and act as a Data Controller, meaning we determine the purposes and means of processing your data in line with UK data protection law (UK GDPR and Data Protection Act 2018).

2. The Data Subject ("You")

This policy applies to:

- Prospects: Individuals who have not yet entered into a formal agreement with us.
- Clients: Individuals who have signed an agreement with us, either electronically or in writing.
- Everyone: Any individual interacting with us, including Prospects, Clients, introducers, and website users.

For the purposes of this policy, "data" means your personal information. Documents you may sign with us include a Letter of Authority, Agreement to Proceed, Claim Form, or other similar documents.

3. Prospects

Why we collect your data:

- Contact you about our services via details you provided (phone, SMS, email, post, messaging apps).
- Manage and administer our website, improve user experience, and handle enquiries.

Data we require: Name, DOB, address, phone, email. Sometimes account numbers, vehicle details, or NI number.

Retention: Up to 3 years from your enquiry.

Withdrawing consent: You can withdraw at any time via phone, email, or post. Marketing emails include unsubscribe options.

4. Clients

Why we collect your data:

- Verify eligibility for claims.

- Submit claims to lenders, HMRC, and other bodies.
- Provide case updates.
- Issue invoices and collect payments.

Retention: Up to 7 years after your matter concludes (regulatory and legal requirements).

Preferences: You may opt out of non-essential contact but not mandatory case-related communications.

5. Everyone - Information We Collect

We may process:

- Website usage data (IP address, browser type, visit duration, etc.)
- Personal information (name, contact details, DOB, address)
- Special category data (health details) with your consent
- Financial information (loan/finance details)
- Employment/tax information (for tax claims)
- Interaction data (engagement with emails/SMS/WhatsApp)
- Third-party data (others included in joint claims, with consent)

How we collect: Directly from you, introducers, lenders/authorities, identity services, and public sources.

6. How We Use Your Data

Uses:

- Provide services and respond to enquiries.
- Progress claims with institutions.
- Record-keeping and compliance.
- Marketing (opt-out available).
- Personalisation of services.

Lawful bases: Contract, consent, legitimate interests, legal obligations.

7. Who We Share Your Data With

We may share with:

- Lenders, HMRC, courts, regulators.
- Barristers, experts, professional advisers.
- IT/data storage/communications providers.
- Credit reference agencies and ID verification services.
- Debt recovery agencies (if unpaid fees).
- Regulators (ICO, SRA) if required by law.

All third parties must maintain appropriate security.

If you are unhappy, you may contact the
Information Commissioner's Office (ICO):
<https://ico.org.uk/make-a-complaint/>
Helpline: 0303 123 1113

8. Legitimate Interests

We may process under legitimate interests for:

- Service delivery and improvement.
- Communications.
- Performance analysis.
- Service development.

9. Automated Decision-Making

We may use automation to:

- Assess eligibility for claims.
- Tailor marketing communications.

You can object, but this may affect services we provide.

10. Your Data Rights

You have the right to:

- Access your data (SAR).
- Rectify inaccuracies.
- Restrict processing.
- Request deletion (where permitted).
- Data portability.
- Object to processing.

We aim to respond within 1 month, extendable by 2 months for complex requests.

11. International Transfers

If we transfer data outside the UK, we will use safeguards such as adequacy decisions or standard contractual clauses.

12. Cookies

Our website uses cookies to:

- Enable functionality.
- Improve performance.
- Deliver targeted advertising.

You can manage preferences via browser settings or our cookie banner.

13. Updates

We may update this Privacy Policy occasionally. The latest version will always be available on our website.

Contact Us

If you have questions:

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Email: pcpclaims@goldbridgesolicitors.co.uk