

Fair Processing Statement for Complainants

We give every single case the care and attention it deserves.

General

We want you to know that should you make a complaint about our organisation you can trust us with your personal information. We are determined to do nothing that would infringe your rights or undermine your trust. This fair processing statement describes the information we collect about you, how it is used and shared, and your rights regarding it.

Data controller

Ropewalk Chambers is registered with the Information Commissioner's Office (ICO) as a Data Controller for the personal data that we hold and process. Our registered address is:

24 The Ropewalk,
Nottingham,
NG1 5EF.

Our registration number is: Z2937610.

Data Protection Manager

The Data Protection Manager is:

Tony Hill,
Senior Clerk,
Ropewalk Chambers,
24 The Ropewalk,
Nottingham,
NG1 5EF.

Tel: 0115 947 2581

Mob: 07850 086097

Email: tony@ropewalk.co.uk

Data collection

Most of the personal information that we hold about you will be provided by you when you make a complaint or, depending on the type of complaint, from an earlier instruction. Other information may be obtained throughout the course of the complaint process, possibly from other sources.

The lawful basis for processing your information

As a Data Controller, the law requires us to have a “lawful basis” or legally-recognised reason for processing your personal data. Your information is processed on the basis that the processing is necessary for our legitimate interests and for dealing with the complaint.

It may also be necessary for us to process special category (sensitive) personal data in connection with your complaint in order to establish, exercise or defend a legal claim,

Use of your information

We will use your information to deal with the complaint.

We do not use automated decision-making in the processing of your personal data, and we will never sell your personal data to a third party.

Information collected

We may collect and process personal data about you which includes what the law calls “special categories” of personal data and, if applicable, information relating to criminal allegations, proceedings or convictions. Depending on the type of complaint, such information may include:

- Name
- Date of birth
- Contact details
- Financial details
- Special categories of (sensitive) personal data, including information relating to:

- o Race
 - o Ethnic origin
 - o Politics
 - o Religion
 - o Trade union membership
 - o Genetics
 - o Health
 - o Sex life
 - o Sexual orientation
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- Information relating to criminal allegations, proceedings or convictions
 - Any other information necessary to deal with the compliant.

Information sharing

To deal with the complaint, it may be necessary to share your personal information with other parties such as:

- The Head of Chambers or Deputy Head of Chambers
- The Senior Clerk
- Any investigator appointed
- Our Management Committee
- Professional clients (someone other than yourself - e.g. your solicitor - from whom I receive my instructions)
- Parties involved in providing products or services to me (for example IT services providers).

Your information may be disclosed as permitted or required by law or regulatory requirements and / or to comply with valid legal processes, to protect the rights and property of Ropewalk Chambers, during emergency situations or where necessary to protect the safety of a person or group of persons and where the personal data is publicly available.

Transfer to third countries

We will not transfer any of your personal data outside the United Kingdom or the European Economic Area.

Retention

We shall retain your personal data for a period of 7 years after the complaint process has concluded, and then retain it in deep archive (accessible by me only on authorised request for research and reference purposes) for a further 8 years.

Your rights

You have a number of legal rights in relation to the personal data we hold about you. For example, you have to be informed about the information we hold and what we use it for, you can ask for a copy of the personal information we hold about you, you can ask us to correct any inaccuracies in the personal data we hold, or in some circumstances ask us to stop processing your details.

If we do something irregular or improper with your personal data you can seek compensation for any distress you are caused or loss you have incurred.

You have the right to lodge a complaint with the UK supervisory authority for data:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

www.ico.org.uk

Accessing and correcting your information

You may request access to, correction of, or a copy of your personal information by contacting the Data Protection Manager.

Security of your information

We are committed to ensuring that your personal information is secure. To prevent unauthorised access or disclosure, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

Updating this statement

We may occasionally update this statement, which we will publish on this website. We recommend that you check the website at regular intervals so you can keep track of any changes to this statement.