

## Privacy Policy

Law Vault Limited, company number 09900584 (“LVL”) (“we” “our” and “us”) are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Please ensure that any beneficiary, executor or other persons individually named within your will are provided with and made aware of our privacy policy so that they can understand our practices regarding their personal data when we are performing our contract with you.

For the purpose of the General Data Protection Regulation 2016/679 and any subsequent data protection legislation (the “Relevant Data Laws”), the data controller is Law Vault Limited, company number 09900584 of 12 Whiteladies Road, Clifton, Bristol, BS8 1PD.

### INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site [www.lawvault.co.uk](http://www.lawvault.co.uk) (**our site**) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to any of our Services, search for information, place an order on our site and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and information about other people.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
  - technical data, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
  - identity data including first and last name, marital status, title and date of birth of you including any other persons’ data you may enter;
  - financial and transaction data including bank account and payment card details;
  - profile data including username, password, purchases, preferences and feedback; and
  - usage data about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-

overs), and methods used to browse away from the page and any phone number used to call our customer Service number.

- **Information we receive from other sources.** We may receive information about you if you use any of the other websites we operate or the other Services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery Services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

## PURPOSE FOR COLLECTING PERSONAL DATA

We use information held about you in the following ways:

| Purpose/Activity   | Type of data  | Lawful basis for processing including basis of legitimate interest   |
|--|---|--|
| To register you as a new customer  | (a) Identity<br>(b) Contact   | Performance of a contract with you   |
| To process and deliver your order including:<br>(a) Manage payments, fees and charges<br>(b) Collect and recover money owed to us  | (a) Identity<br>(b) Contact<br>(c) Financial<br>(d) Transaction<br>(e) Marketing and Communications | (a) Performance of a contract with you<br>(b) Necessary for our legitimate interests (to recover debts due to us)  |
| To manage our relationship with you which will include:<br>(a) Notifying you about changes to our terms or privacy policy<br>(b) Asking you to leave a review or take a survey | (a) Identity<br>(b) Contact<br>(c) Profile<br>(d) Marketing and Communications                      | (a) Performance of a contract with you<br>(b) Necessary to comply with a legal obligation<br>(c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services) |
| To administer and protect our business and this site (including troubleshooting, data analysis, testing, system  | (a) Identity<br>(b) Contact   | (a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent  |

|   |  |   |
|---|--|---|
| maintenance, support, reporting and hosting of data)  | (c) Technical  | fraud and in the context of a business reorganisation or group restructuring exercise)<br><br>(b) Necessary to comply with a legal obligation   |
| To deliver relevant site content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you | (a) Identity<br>(b) Contact<br>(c) Profile<br>(d) Usage<br>(e) Marketing and Communications<br>(f) Technical | Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)                                       |
| To use data analytics to improve our site, products/services, marketing, customer relationships and experiences                           | (a) Technical<br>(b) Usage   | Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy) |
| To make suggestions and recommendations to you about goods or services that may be of interest to you                                     | (a) Identity<br>(b) Contact<br>(c) Technical<br>(d) Usage<br>(e) Profile<br>(f) Marketing and Communications | Necessary for our legitimate interests (to develop our products/services and grow our business)   |

## COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

## OPTING OUT

You can ask us or third parties to stop sending you marketing messages at any time by contacting us.

## **DISCLOSURE OF YOUR INFORMATION**

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If LVL or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of LVL, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support Services.

Whenever we transfer your personal data out of the EEA, we will ensure a degree of protection is afforded to by ensuring at least one of the following safeguards are implemented: -

- the transfer of your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission;
- where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe; or
- where we use service providers based in the United States of America, we may transfer data to them if they are part of the Privacy Shield.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **DATA RETENTION**

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collect it for. This may include satisfying legal, regulatory, tax or other reporting requirement. We may retain your personal data for a longer period in the event of a complaint or if we reasonably there is a prospect of litigation in respect of our relationship with you.

## **YOUR RIGHTS**

You have the right under certain circumstances under the Relevant Data Laws to:

- request access to your personal data;
- request correction of your personal data;
- request erasure of your personal data;
- object to processing of your personal data;
- request restriction of processing your personal data;
- request transfer of your personal data; and
- right to withdraw consent.

You can also exercise the right at any time by contacting us at [payments@lawvault.co.uk](mailto:payments@lawvault.co.uk)

## **ACCESS TO INFORMATION**

The Relevant Data Laws give you the right to access information held about you. Any access request may be subject to a reasonable fee if your request is clearly unfounded, repetitive or excessive. For these reasons we may also refuse to comply with your request.

### **THIRD PARTY LINKS**

**OUR SITE MAY, FROM TIME TO TIME, CONTAIN LINKS TO AND FROM THE WEBSITES OF OUR PARTNER NETWORKS, ADVERTISERS AND AFFILIATES. IF YOU FOLLOW A LINK TO ANY OF THESE WEBSITES, PLEASE NOTE THAT THESE WEBSITES HAVE THEIR OWN PRIVACY POLICIES AND THAT WE DO NOT ACCEPT ANY RESPONSIBILITY OR LIABILITY FOR THESE POLICIES. PLEASE CHECK THESE POLICIES BEFORE YOU SUBMIT ANY PERSONAL DATA TO THESE WEBSITES. CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

### **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [payments@lawvault.co.uk](mailto:payments@lawvault.co.uk)