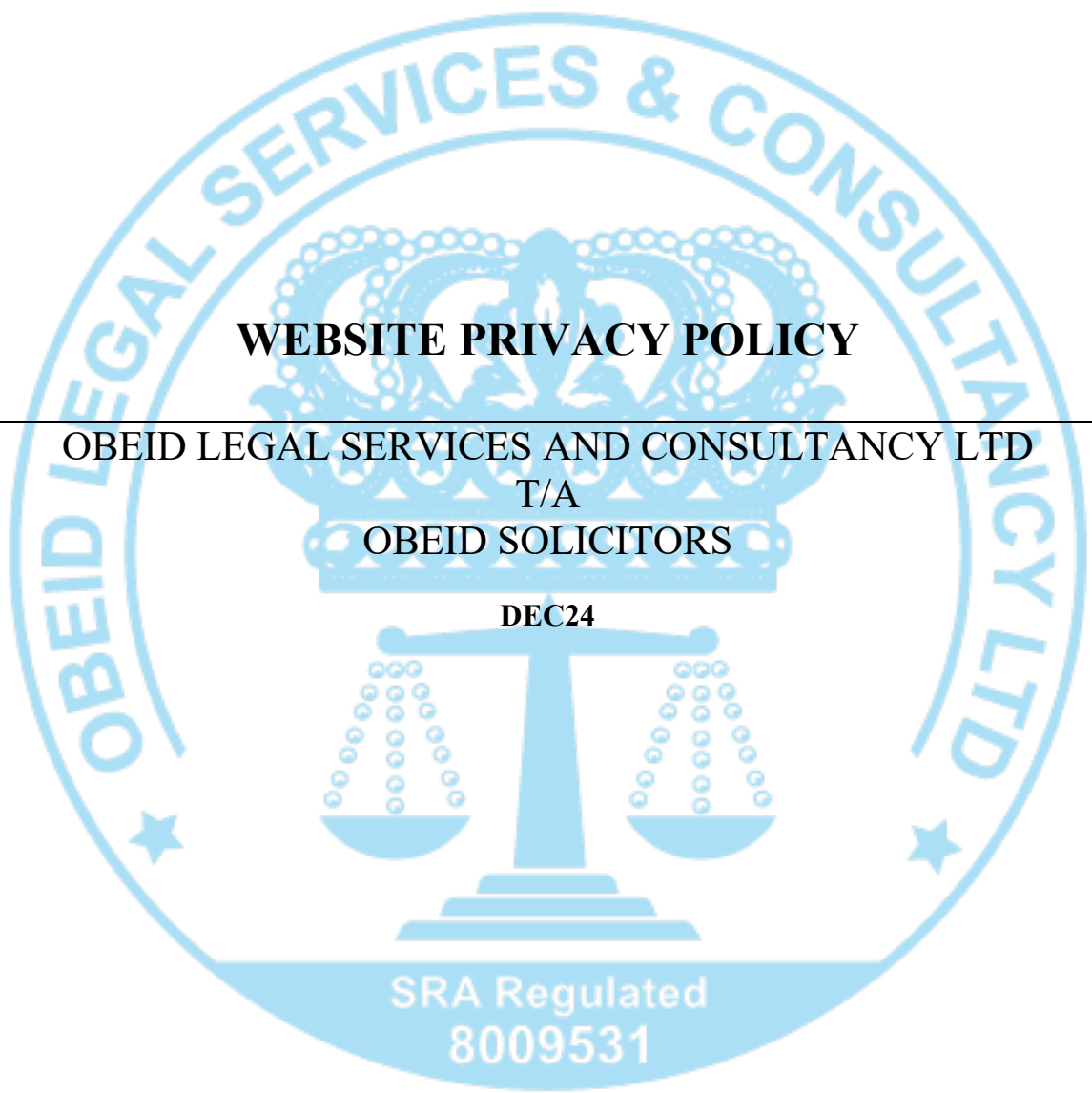




WEBSITE PRIVACY POLICY

OBEID LEGAL SERVICES AND CONSULTANCY LTD
T/A
OBEID SOLICITORS

DEC24

SRA Regulated
8009531

Tel: +44 161 706 2020 | Email: Bell@obeidsolicitors.co.uk | Website: www.obeidsolicitors.co.uk

Obeid Solicitors is a trading name of Obeid Legal Services & Consultancy Ltd, company number 11168748, registered at City View House, 5 Union Street, Ardwick Manchester, England, M12 4JD.

Obeid solicitors is authorised and regulated by the SRA number 8009531.

1. INTRODUCTION

- i. Obeid Solicitors (“We”) are committed to protecting and respecting your privacy. This privacy policy outlines how we process personal data collected from or provided to us, particularly through our website, and highlights the measures taken to protect such data in accordance with applicable laws, including the UK GDPR and EU GDPR.
- ii. We work with Clio, a GDPR-compliant third-party provider, to manage our file management and appointment systems. Clio adheres to stringent European data protection and security standards, ensuring that personal data is processed and stored securely within the European Economic Area (EEA).
- iii. This policy may be updated periodically, so please review it regularly to ensure you remain informed of any changes. If you have questions or concerns, contact us at Bell@obeidsolicitors.co.uk.

2. INFORMATION WE COLLECT

- i. We may collect and process the following information:
 - Personal Identifiers: Name, date of birth, address, phone number, and email address.
 - Demographic Data: Postcode, preferences, and interests.
 - Transactional Data: Appointment bookings and service usage.
 - Sensitive Data: Information necessary for legal matters, provided with your explicit consent or as required by law.
 - Website Usage Data: IP address, browser type, and cookies (see Section 11).
- ii. Data is collected through our website forms, client’s instructions, communications (emails, phone calls), our client management portal powered by Clio.

3. HOW WE USE YOUR DATA

- i. We process your data to:
 - Manage and deliver legal services effectively.
 - Facilitate secure and GDPR-compliant appointment scheduling using Clio.
 - Ensure compliance with regulatory and legal obligations.
 - Improve our service delivery and website performance.

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4. CLIO AND DATA PROTECTION

i. Clio's GDPR Compliance

Clio, operated by Themis Solutions (Ireland) Limited, adheres strictly to the European Union's General Data Protection Regulation (EU GDPR). Clio ensures that:

- **Accountability Measures:** All data processing activities are documented and monitored for compliance.
- **Privacy by Design:** Systems are designed with GDPR compliance embedded, ensuring that personal data is only processed when necessary.
- **User Control:** Clients retain ownership of their data and have the right to access, rectify, or delete data as required under GDPR.

ii. Data Location

Clio's servers are located exclusively in the European Economic Area (EEA), in jurisdictions compliant with GDPR or equivalent data protection standards. These servers are hosted by Amazon Web Services (AWS), a globally trusted and ISO 27001-certified hosting provider, with data centres located in Ireland and Germany.

iii. AWS facilities provide:

- 24/7 security personnel and controlled building access using biometric authentication.
- Surveillance systems, motion detection, and perimeter fencing.
- Strict logging of access to server rooms and facilities.
- Data is replicated across multiple availability zones within the EEA.
- Routine backups ensure recovery from accidental loss or corruption.
- Clio implements disaster recovery protocols, ensuring minimal downtime in the event of hardware failures, natural disasters, or cyberattacks.

iv. Clio's Security Standards:

- **In Transit:** Data transmitted between clients and Clio is encrypted using TLS 1.2/1.3 protocols, preventing interception by unauthorized parties.
- **At Rest:** Stored data is encrypted using AES-256, an industry-standard encryption algorithm.
- **Role-Based Access:** Staff access to sensitive data is strictly limited to authorized personnel with a legitimate need.
- **Two-Factor Authentication (2FA):** Ensures that only verified users can access Clio systems.
- **Audit Logs:** Records all access and actions within Clio's systems for accountability and monitoring.

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- Clio undergoes penetration testing by independent cybersecurity experts. Vulnerability scans and patch management are conducted routinely to address potential threats.
- Clio's systems are monitored 24/7 for unauthorized access attempts or suspicious activity.
- In the event of a security breach, Clio complies with GDPR's 72-hour breach notification rule, notifying affected parties promptly.

5. DATA RETENTION

- i. Non-Clients: Data is retained for six weeks after initial contact, unless further consent is provided.
- ii. Clients: Data is retained in accordance with the retention policies outlined in our client care letters. Typically, this involves retaining data for six years after the conclusion of a case, unless legal requirements dictate otherwise.
- iii. Clio ensures that data marked for deletion is securely erased from its systems.

6. YOUR RIGHTS

- i. Under GDPR (UK and EU), you have the following rights regarding your data:
 - Access: Request a copy of the data we hold.
 - Correction: Request corrections to inaccurate or incomplete data.
 - Erasure: Request deletion of your data unless required by law.
 - Restriction: Request the restriction of certain types of data processing.
 - Portability: Request transfer of your data in a structured, electronic format.
 - Objection: Object to data processing, particularly for marketing purposes.
- ii. You can exercise these rights by contacting us at Bell@obeidsolicitors.co.uk.

7. SECURITY MEASURES

- i. We employ comprehensive security measures to protect your data:
 - Physical Security:
Our office is secured with 24/7 monitoring and access control systems.
Hard copy files are stored in locked cabinets in secure areas.
 - Digital Security:
Our website uses HTTPS for secure communication.
Password-protected systems ensure restricted access to sensitive data.
Data backups are encrypted and stored offsite.

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- **Employee Training:**
Staff are regularly trained on GDPR compliance and data protection best practices.
- **Incident Management:**
We maintain an incident response plan to address potential data breaches.

8. INTERNATIONAL DATA TRANSFERS

- i. We ensure that all international data transfers comply with GDPR requirements, using mechanisms like Standard Contractual Clauses (SCCs).

9. COOKIES AND WEBSITE USAGE

- i. Cookies are used to enhance website functionality and improve user experience. These include:
 - a) Essential Cookies: Necessary for basic site functionality.
 - b) Analytics Cookies: Track website performance and user behaviour anonymously.
- ii. You can manage your cookie preferences in your browser settings.

10. LINKS TO THIRD-PARTY WEBSITES

- i. We may provide links to external websites. We are not responsible for their content or privacy practices. Please review their privacy policies independently.

If you have concerns about how we process your data, you can contact the Information Commissioner's Office (ICO) at ico.org.uk or call 0303 123 1113.

For inquiries, please email us at Bell@obeidsolicitors.co.uk or write to:

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