

Smith Stone Walters Limited is an immigration practice who assist businesses and individuals throughout the UK, the EU and the rest of the World.

To this we use personal data. This privacy notice relates to the personal data we collect and use through our website: [www.smithstonewalters.com](http://www.smithstonewalters.com) It also provides visitors to our website with information about the rights that they have under Data Protection laws and how to complain about how we process personal data.

When you become a client, you will be issued with further information about how we process personal data to provide our immigration services.

## 1. **Contact details**

Data Protection Officer: Mr Gary Smith

Email address: [Gary.Smith@smithstonewalters.com](mailto:Gary.Smith@smithstonewalters.com)

Postal address: Hanover Place, 8 Ravensbourne Road, Bromley BR1 1HP

## 2. **What Is Personal Data?**

Personal data is information relating to an identifiable person which can directly or indirectly identify an individual.

In simpler terms it is information about you such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

## 3. **What Data Do You Collect and How?**

Depending upon your use of our website we may collect and hold some or all of the personal data set out below.

Please also see our Cookie Notice for information about Our use of Cookies and similar technologies.

We do not collect any 'special category' or 'sensitive' personal data or personal data relating to children or data relating to criminal convictions and/or offences through our website.

- Name;
- Date of birth;
- Address;
- Email address;
- Telephone number;
- Business name;
- Job title;
- Profession;
- IP address;
- Web browser type and version;
- Operating system;
- A list of URLs starting with a referring site, your activity on Our Site, and the site you exit to.

## 4. **How Do You Use My Personal Data?**

We use your personal data for the following reasons:

- Providing and managing your access to Our Site;
- Personalising and tailoring your experience on Our Site;

- Supplying information to you as requested.
- Analysing your use of our website and gathering feedback to enable us to continually improve our website and your user experience.

With your permission and/or where permitted by law, we will also use contact details for marketing purposes, which may include contacting you occasionally by email with information and news about our services. You will always have the opportunity to opt-out of receiving these emails.

We will only use your personal data for the purposes for which it was originally collected unless we reasonably believe that another purpose is compatible with those purposes.

In some rare circumstances, where required by law, we may process your personal data without your knowledge or consent. This will only be done in compliance with Data Protection law and your legal rights.

## 5. **How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

## 6. **How and Where Do You Store or Transfer My Personal Data?**

Information collected through this website will only be stored in the UK.

We will also take the following security measures:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- ensuring we have robust procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where required.

## 7. **Do You Share My Personal Data?**

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

We use IT service providers such as cloud storage and your data will be shared with those types of organisations. However these organisations are under a legal and contractual obligation to only process your personal data on our behalf and as instructed by us. They are also under a legal and contractual obligation to keep your personal data secure.

If we sell, transfer, or merge parts of Our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

## 8. **What Are My Rights?**

You have the following rights:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the contact details above.
- b) The right to ask for a copy of the personal data we hold about you.
- c) The right to ask for your personal data to be rectified if you believe any of the personal data held by us is inaccurate or incomplete.
- d) The right to request that your personal data is deleted.

- e) The right to ask that we restrict the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes. If we are using your contact information to send you marketing information you have an absolute right to ask us to stop.

If you have any cause for complaint about how use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. However we would welcome the opportunity to resolve your concerns ourselves, so please contact us first using the contact details above.

## 9. **How Can I Exercise my Data Subject Rights?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

To do this, or request to exercise any other rights set out above, contact us using the contact details above.

There is not normally a charge for making a subject access request. However, if your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request without undue delay and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we received your request. You will be kept fully informed of our progress.

## 10. **Changes to this Privacy Policy**

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our website in a way that affects personal data processing.