



Client Care
Privacy Notice



Kidwells Law Solicitors understands that your privacy is important to you and that you care about how your personal data is used.

We respect and value the privacy of all of our clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Kidwells Solicitors Hereford Office

Kidwells House
4 Coldnose Road
Rotherwas Industrial Estate
Hereford
HR2 6JL
SRA number: 535081

Kidwells Solicitors Bristol Office

EQ Bristol
111 Victoria Street
Bristol
BS1 6AX
SRA number: 8007895

VAT Number: 932117255

We are regulated by the Solicitors Regulation Authority (SRA).

Data Protection Officer:

Michael Horne
michael.horne@kidwellssolicitors.co.uk
01432 278179

Postal address: Kidwells Solicitors Hereford Office

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What Is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identified'.

Personal data is, in simpler terms, any information about you that enables you to be identified.

Personal data covers obvious information 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.

The personal data that we use is set out in Part 5.

4. What are my rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- 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 details in Part 11.
- The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- The right to be forgotten, i.e., the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for your personal data, you are free to withdraw that consent at any time.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business to many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11. It is important that your personal data is kept accurate and up to date. If any of the personal data we hold about you changes, please notify us.

Further information about your rights can also be obtained from the information commissioner's office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in part 11.

5. What Personal Data Do you Collect and How?

<i>Data Collected</i>	<i>How We Collect the Data</i>
Identity Information including: <ul style="list-style-type: none">• Name• Title:• Date of birth• Gender	<ul style="list-style-type: none">• Passport• Driving license• Utility Bill
Contact information including: <ul style="list-style-type: none">• Address• Email Address• Telephone Number	<ul style="list-style-type: none">• Driving license• Utility Bill
Business information including: <ul style="list-style-type: none">• Name of Business• Job Title• Profession	<ul style="list-style-type: none">• Companies House• Employment Contract• Offer of employment
Payment information including: <ul style="list-style-type: none">• Card details• Bank account number	<ul style="list-style-type: none">• Over the telephone• In person
Data from third parties including: <ul style="list-style-type: none">• Contact information	<ul style="list-style-type: none">• Over the telephone• Email

6. How Do You Use Personal Data?

Depending upon the nature of your matter, we may collect and hold some or all of the personal data set out in the table below, using the methods also set out in the table.

<i>What We Do</i>	<i>What Data We Use</i>	<i>Our Lawful Basis</i>
Supplying our services to you	<ul style="list-style-type: none">• Name• Title• Date of birth• Gender• Contact information	The Money Laundering Regulations 2019 require us to verify your identity before accepting instructions from you and commencing work on your matter
Managing payments for our services	<ul style="list-style-type: none">• Card details• Bank account number	We are allowed to retain the information to enable us to process monies owed for services. This is known as a legitimate business interest
Communicating with you	<ul style="list-style-type: none">• Address• Email Address• Telephone number	We have a legitimate business reason for retaining this information. If we did not have this information we would be unable to confirm your instructions or be able to update you on the progress of your matter

7. How Long Will You Keep My Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we may use your personal data, and our lawful bases for doing so:

With your permission and where permitted by Law, We may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or text message and/or post with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to full protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out. We will always obtain your express consent before sharing your personal data with third parties.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact the Fee Earner who has conduct of your matter using the details in Part 11.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may need to process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

<i>Type of Data</i>	<i>How Long We Will Keep It</i>
Identity information including: <ul style="list-style-type: none">• Name• Title• Date of birth• Gender	We are required to keep a record of your matter for six years after it has been completed or potentially longer depending on the type of work we are undertaking, as in accordance with all relevant GDPR, Data Protection and SRA Rules and Regulations.
Contact information including: <ul style="list-style-type: none">• Address• Email Address• Telephone number	We are required to keep a record of your matter for six years after it has been completed or potentially longer depending on the type of work we are undertaking, as in accordance with all relevant GDPR, Data Protection and SRA Rules and Regulations
Contact information including: <ul style="list-style-type: none">• Address• Email Address• Telephone number	We are required to keep a record of your matter for six years after it has been completed or potentially longer depending on the type of work we are undertaking, as in accordance with all relevant GDPR, Data Protection and SRA Rules and Regulations
Payment information including: <ul style="list-style-type: none">• Card details• Bank account number	We will only keep this information until payments have been processed
Data from third parties including: <ul style="list-style-type: none">• Contact information	We are required to keep a record of your matter for six years after it has been completed. or potentially longer depending on the type of work we are undertaking, as in accordance with all relevant GDPR, Data Protection and SRA Rules and Regulations

8. How and Where Do You Store Or Transfer 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. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

9. Accessing 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 may report to identity reference and fraud agencies. We will perform identity checks on all clients and in some cases, this means using a reference agency (typically the Experian or Equifax databases). To do this, we supply your identity information (such as name, address, and passport number) and they will verify the information and supply fraud prevention information. This has no impact on your credit score but may show as a 'soft check' on identity checks. These checks are to prevent criminal activity, fraud, and money laundering.

If we sell, transfer, or merge parts of our business, 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.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, and in accordance with your rights, our obligations, a Court Order, or the instructions of a government authority.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations and the third party's obligations under the Law, as described in Part 8.

10. How Do I Contact You?

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 'subject access request'

All subject access requests should be made in writing and sent to the email or postal address shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. 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 within 14 days 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 receive your request. You will be kept fully informed of our progress.

11. Changes To This Privacy Notice

To contact us about anything to do with your personal data and data protection, including to make a subject request, please use the following details for the attention of: Michael Horne

michael.horne@kidwellssolicitors.co.uk
01432 278179

Kidwells Law Solicitors Ltd.
Kidwells House
4 Coldnose Road
Rotherwas Industrial Estate
Hereford
HR2 6JL

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

Any changes will be made available on our website and in a reasonable format of your choosing on request.



KIDWELLSSOLICITORS.CO.UK

CALL THE HEREFORD OFFICE

01432 278 179

CALL THE BRISTOL OFFICE

0117 435 0014

24/7 CRIMINAL DEFENCE LINE

07773283323

OFFICE HOURS

Monday to Friday 07:30 – 17:30

EMAIL US

info@kidwellssolicitors.co.uk

**WE ARE AUTHORISED AND
REGULATED BY THE SRA (SOLICITORS
REGULATIONS AUTHORITY)**

Hereford SRA No. 535081
Bristol SRA No. 8007895

VAT NO.

932117255

Fax No.

0117 981 1303

INSURANCE

W R B Underwriting / Zurich Insurance PLC
FINPE2450200
Renewed annually from 1st October

Kidwells Solicitors is a trading name of Kidwells Law Solicitors Ltd. A list of directors is available for inspection at the registered office, Kidwells Law Solicitors Ltd does not accept service by email of court proceedings, other processes, or formal notices of any kind, without specific prior written agreement.

This document highlights essential financial information for our clients, but it does not replace the Terms of Engagement, Privacy Policy, or Client Care Letter.

Document revised on 03/12/2025



ABOUT KIDWELLS

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Helping You Build A Better Future

Kidwells Solicitors works to empower our clients, whether business or individuals. We work to make a real difference in the lives of our clients. This is why we provide a cost-effective, honest, and proactive approach to legal advice.

Our regular assessments by the Law Society provide you with the confidence that you have made the right choice for legal services.

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4 Coldnose Road
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