

Privacy Policy

Our contact details

Name: Fix My Legals Ltd ("FML")

Address: Unit 1 Intakes Lane, Turnditch, Belper, Derbyshire, DE56 2LU

Phone Number: 01332 416609 ext 134

Website: www.fixmylegals.co.uk

E-mail: management@fixmylegals.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Affiliate Information – company details (business name, address, bank details), users (names, position, contact details) and demographic information.
- Technical data – information regarding your computer and visits to our site, IP address, browser version and type, time zone setting and location and other technology on the devices used to access the FML websites
- Profile and Usage – any quotes generated, feedback and survey responses and how you use our services and websites
- Communication data – preferences to marketing from ourselves and our affiliated partners
- Client data- If you are a client who has been provided a quotation, either from us direct or via a business referrer, such information, provided by the business referrer, shall include the following: title, forenames, surname or similar identifier;
- Contact data – home address, email address, telephone numbers
- Financial data – property value, bank details
- Transaction data – payments made by or to you.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Through our site
- Billing address
- Credit card information

Information you choose to send us. This could be via several methods:

- Direct interaction – with a member of our FML staff via post, phone, email or otherwise when sourcing or applying for conveyancing services.
- Automated technology – interacting with our website using our web enquiry form or quotation tool.
- Third party sources – estate agents, mortgage advisors with whom you may be interacting with, following your consent.

We use the information that you have given us in order:

- To process your application to join as a referrer of business
- To obtain personal data from a source, following your consent, for example for a conveyancing quotation
- To initially engage with you when interaction takes place with one of our sites or systems
- To process quotations and instructions made through our website
- To make and receive payments due, including fees and search payments
- To process an instruction to the chosen law firm within our legal network
- Account management throughout your transaction- such as notifying you about changes to our terms of use or privacy policy, reviews, searches, surveys and re-engagement when existing products are close to expiry.
- To analyse and improve our websites, products and services
- To keep you informed about our website and services
- Internal record keeping for accounts and auditing purposes
- Database back ups for disaster recovery purpose
- To administer and protect our business and our websites – troubleshooting, data analysis, testing, maintenance, support, reporting and hosting of data.
- To deliver relevant website content and advertisement
- To use data analytics to improve our websites, services and the customer experiences.

We may share this information with:

- External suppliers – Specialist integrated systems with our affiliates to facilitate sourcing of products, obtain advice or improve the customer journey
- Service providers – we share your information with any service provider who is selected to act on your behalf
- Regulators – the sharing of information may be necessary to verify your identity for Anti-Money Laundering purposes (AML). We may disclose your information if we are asked to do so by the police or any other regulatory or governing authority.
- Third parties – personal data might be shared a third party to whom we choose to sell, transfer, or merge parts of our business or assets to.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by contacting management@fixmylegals.co.uk

How we store your personal information

Your information is securely stored. Our data retention procedures are designed to ensure that we comply with our legal obligations relating to the storage and deletion of personal data. Personal data that we process for any reason won't be kept any longer than is necessary for the purposes set out in this policy. We may keep documents holding your personal data, when required to do so by law, to exercise or defend our legal rights.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at management@fixmylegals.co.uk if you wish to make a request.

Marketing Communications

If you have registered to become a Referrer, affiliate or business user of our website, you may receive communication regarding our products and services. You can opt out of receiving these types of communication at any time by clicking the unsubscribe link within our email communications or contacting us at support@fixmylegals.co.uk.

Cookies

We may store cookies on your web browser when you visit pages on our sites, When using the FML websites, you are in control to set your browser to accept, refuse some, or refuse all browser cookies. If you disable or refuse cookies, please be aware that you may not be able to use all of the features of our site. See [Cookie Policy](#) for more information.

Third Party Websites

Our sites may include links to third party websites outside of our ownership. Please read the Privacy Policies of each website you visit, as they are not bound by those stated in this Policy.

Amendments

We may amend or update this policy periodically by publishing a new version on our sites. We will notify you of changes made to this policy.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at management@fixmylegals.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>