

## **Bluelight Wills and Legal Services Limited Privacy Policy.**

### **Personal Data**

In the EU's General Data Protection Regulation (GDPR), Personal Data is defined as "any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person."

### **How we use and store your information**

The following privacy policy will outline how Bluelight Wills and Legal Services Limited will collect, store and use your data. This is done so that we can:

- Respond to your queries and information requests;
- Respond to service requests;
- Respond to any complaints;
- Store contact details, including but not limited to contact name, postal address, telephone, email address (if provided), your query with us, relationship to us, including information recorded through application forms, complaints, etc.

### **Why do we need to collect and store personal data?**

In order for us to do any of the above, we must collect and store your data firstly for correspondence purposes. We will ensure that the information collected will only be used for its intended purpose and does not constitute an invasion of your privacy.

### **Will we share your personal data with anyone else?**

We may need to pass your details onto third parties who are contracted. Any third parties who we do pass your details onto are obliged to store your details securely and only process them if responding to info requests, queries, complaints, etc. on our behalf. When the time comes that they no longer require your personal data, they will dispose of this accordingly and in line with our company policy. If we wish to pass your personal data to a third party, we will only do so with your explicit consent, unless we are legally obliged to do so otherwise. How will we use the personal data we collect about you?

Processing data constitutes as collecting, storing and using. We will process this data in accordance with the GDPR. We will do our utmost to keep your information accurate and up to date and not keep it longer than is necessary. Bluelight Wills and Legal Services will issue occasional reminders to all members to keep their contact details up to date and will update them accordingly. Please be advised that there is information that we are required to keep in accordance with the law, such as information needed for tax and audit purposes. Personal data may be held for longer than these periods, however this will depend on the individual needs of the company.

### **Under what circumstances will we contact you?**

We will only ever contact you when necessary, or when you have requested that we do so. We do not mean at any point to be intrusive or ask for unnecessary information. We will do our best to ensure that the information we hold is as secure as possible to minimise the risk of unauthorised access or disclosure.

## **Can you find out about the personal data that we hold about you?**

If you want to see what personal data we hold on you and how it is processed, you may contact us to request this (either by post or email), providing the necessary identification before any information is released. If Bluelight Wills and Legal Services Limited do store any of your personal data, you may request information on the following:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the GDPR owner, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

## **What forms of ID will you need to provide in order to access this?**

Bluelight Wills and Legal Services Limited will accept the following forms of ID when information on your personal data is requested:

- Passport
- Photo Driving Licence
- Utility Bill (from the last three months)
- Notarised ID Document
- SWW Membership ID Card

## **Contact details of the GDPR Owner**

If you have any questions regarding this privacy statement, you must do so in writing using the following information:

Name:

Fred Clarke-Baptiste Aff.SWW

Address:

Bluelight Wills and Legal Services Limited  
Elliott Hall,  
14 Albion Street  
Leicester,  
LE18 4SA

Email:  
[fred@bluelightwills.co.uk](mailto:fred@bluelightwills.co.uk)

Telephone:  
0800 6101 101 - Office  
0792 3421 476 - Mobile

## **Policy Changes**

Bluelight Wills and Legal Services Limited reserves the right to change this privacy policy and will update clients on any revisions to the policy.

## **Use of cookies on this Site**

To make this site simpler, small data files are placed on your computer. These are known as cookies. Most big websites do this too.

They improve things by:

- Remembering settings, so you don't have to keep re-entering them whenever you visit a new page;
- Remembering information you've given (e.g. your postcode) so you don't need to keep entering it;
- Measuring how you use the website so we can make sure it meets your needs.

Our cookies aren't used to identify you personally. They're just here to make the site work better for you. Indeed, you can manage and/or delete these small files as you wish.

You can opt out of [Google Analytics cookies](#) for all sites.

To learn more about cookies and how to manage them, [visit AboutCookies.org](#).

### **i) First Party Cookies**

These are cookies that are set by this website directly.

We use Google Analytics to collect information about how people use this site. We do this to make sure it's meeting its users' needs and to understand how we could do it better. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. We do not use cookies to collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.

### **ii) Third Party Cookies**

These are cookies set on your machine by external websites whose services are used on this site. Cookies of this type are the sharing buttons across the site allow visitors to share content

onto social networks. Cookies are currently set by Twitter, Facebook and Google+. If you want to prevent sites setting third party cookies, [instructions to do so are here](#).

### iii) Log Files

Log files allow us to record visitors' use of the site. These logs are automatically generated from all our visitors, which we use to make improvements to the layout of the site and to the information in it, based on the way that visitors move around it. Log files do not contain any personal information about you.

## **General Data Protection Regulation (GDPR)**

### **Introduction**

We protect your personal data in line with the requirements of the [General Data Protection Regulation \(GDPR\)](#). The GDPR requires data controllers such as ourselves to document our lawful basis for processing personal data. It also gives you rights over how your data is processed. This privacy policy documents the data we collect, why and how we process it, and how to exercise your rights.

### **Data Controller**

The data controller responsible for this website is Bluelight Wills and Legal Services Limited, who can be contacted at Elliott Hall, 14 Albion Street, Leicester, LE18 4SA. This website contains links to third-party websites, which have their own data controllers and privacy policies. This privacy policy applies only to this website.

### **Lawful basis for processing**

For each method by which we collect personal data, this privacy policy documents our lawful basis for processing the data. Where we rely on your consent to process your data, we explain how you can withdraw your consent and delete your data.

### **Individual Rights**

The GDPR gives you rights over how your personal data is processed. You can exercise your rights by contacting us. In some cases you can also exercise your rights through automated systems, as described at the relevant points in this privacy policy.

### **Security**

The GDPR requires us to implement appropriate technical measures to protect data. We verify the identity of any individual who requests access to data before granting access. We use Transport Layer Security (TLS, also known as SSL) to encrypt any data you supply to us through our website. Additional technical measures are described at the relevant points in this privacy policy.

### **Disclosures**

In addition to any sharing of data described elsewhere in this privacy policy, we may disclose data for legal reasons. If we suspect criminal activity we may disclose data relating to those involved or affected to the appropriate authorities. We may also be obliged to disclose data if we receive a request from an appropriate authority.

## **Cookies**

Cookies are small pieces of text that are stored by your browser. Each cookie has a name and is associated with a particular site. When your browser sends a request to a site (for example, to download a page, image, or video), the computer that responds (known as a server) may tell your browser to set one or more cookies. When your browser makes further requests to the same site it sends the cookies back to the server. This allows the server to remember you as you browse the site, and provide features such as shopping baskets or password-protected areas.

## **Data collected when you contact us**

- Comments

When you submit a comment through a 'Leave a comment' form on our site we collect your name, e-mail address, and comment. We may choose to publish your name and comment on our site. Comments are submitted to the Akismet anti-spam service in order to detect and block spam.

Lawful basis for processing: Consent given by data subject

Why? You have given your consent by checking the box on the 'Leave a comment' form.

## **Data collected by third parties on our behalf**

Our site is hosted by Smart Cloud Hosting UK Ltd (registered company number 07571790 in England and Wales). Smart Cloud Hosting UK Ltd logs all requests in order to determine the causes of reported faults and to detect and block suspicious traffic. The log records the time of the request, your IP address, the requested resource, the referring site (if specified by your browser), and your browser's user agent string (which will usually include the name and version of your browser and operating system). Log files are deleted after ninety days.

Lawful basis for processing: Compliance with a legal obligation. Why? To comply with the GDPR obligation to implement appropriate technical measures to protect data.

## **Google Analytics**

We use Google Analytics to track visitor interaction with our site in order to produce statistical reports. Google collects details of the pages you view and the time you viewed them, the features of your browser, and your IP address. We have enabled [IP anonymisation](#) so that Google will not store your complete IP address. For more information on how Google handles the data it collects, see [Google's privacy policy](#).

To opt out of Google Analytics tracking on all sites, use the [Google Analytics Opt-out Browser Add-on](#).

Lawful basis for processing: Pursuance of our legitimate interests.

Why? To allow us to analyse how visitors interaction with our site in order to improve our site and our services.